



Job Description

POST: Academy Senior IT Technician

RESPONSIBLE TO: Academy Network Manager

SALARY: £20,655 – £23,149 (Inner London SCP 18-22)

LOCATION: Oasis Academy South Bank, London, SE1

WORKING PATTERN: Full-time, 37 hours per week, 52 weeks per year

DISCLOSURE LEVEL: Enhanced

JOB PURPOSE:

- Ensure the smooth running of ICT systems to facilitate Teaching, Learning, Administration and Leadership.
- To allow the effective use of ICT by Teaching staff, Admin staff, Leadership and students and to improve both their understanding of ICT and their experience of its use.
- To provide remote and face to face technical support in line with the Academy's ICT support service definition.
- To support the ICT site leader through mentoring technicians and setting an example for ICT best practice.
- To support pupils and staff in the appropriate use of ICT, through advice or training.

SPECIFIC RESPONSIBILITIES:

A Desktop & Application Support

- Connect, set up and check PCs and peripherals for normal operation
- Detect, diagnose and resolve PC, peripheral and application errors

B Server & Network support

- Set up hardware and perform basic checking of networked PCs, including diagnosis of networking/Server/Proxy issues.
- Perform routine maintenance tasks user accounts and permissions; run basic network monitoring reports and utilities.

C Health & Safety

- Carry out basic safety checks to make sure ICT resources are safe for use.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

D Configuration & Installation

- Install new hardware, repair current hardware and reload software on desktops/laptops following release management procedures
- Always ensure that all new deployments, repairs and fixes are fully tested.
- Update records of installed hardware and software on the Oasis Call Management Software; maintain a software library and store original copies of installed applications.
- Ask for signature when issuing new ICT resources to staff.



E Continuity, Maintenance & Security

- Follow Academy backup, virus protection and security procedures.
- Note risks to ICT systems and suggest precautions
- Follow extended maintenance procedures.
- Ensure that staff laptops have HDD password set, and advise staff that USB keys are not a secure place to store important or confidential data.

F Service Request Management

- Make sure all requests for ICT support, new projects/purchases or major changes are recorded on the Oasis Call Management System.
- To take responsibility for the site should the ICT Site Leader be absent
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests according to academy procedures, recording detailed diagnostic information and using appropriate knowledge base/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- Ensure that the service requests are responded or fixed or escalated according to the targets outlined in the Oasis Service Level Agreement.

G Internal Support Arrangements & External Contracts

- Liaise with the central Service Desk team, the Regional Service Delivery Manager and external providers/manufacturers to facilitate in the resolution of service requests.

Safeguarding children and young people

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an enhanced DBS check.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.



Academy Senior IT Technician Person Specification

Our Purpose

Oasis Academies exist to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the Oasis Community Learning Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
Experience, Skills & Knowledge	• Demonstrable experience of working in IT Support Environment. • Previous staff management experience. • Excellent communication skills • Strong analytical / Troubleshooting Skills • Experience of working with Microsoft technologies in a senior technical support capacity including Windows XP/Vista, Office 2003/2007, Outlook, Active Directory, Group policies, TCP/IP, DNS, DHCP	• Experience working in an Education Environment • Compti A+, Network+ • Degree or other Higher Education Qualification • Knowledge of any of the following: Symantec Antivirus, Ranger, IP Telephony, Cisco Switches and Wireless AP's, VLANs, MS SQL, Web filtering technologies, Promethean IWB's, LanAcademy, Exchange
Personal Qualities	• Highly Motivated • Pro-active approach to work • Quality focused • Team Player • Commitment to safeguarding and promoting the welfare of children and young people • Willingness to undergo appropriate checks, including enhanced DBS checks	

	• Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis Community Learning ethos.	
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