

Job Title: Level 2 IT Engineer

Scale/point: TBC

Hours: 37 (0830 to 1630 Monday to Thursday) (0830 to 1600 Friday)

Responsible to: Network Manager

Job Outline

- i. To check and maintain the school's ICT resource for safe, effective use by pupils and staff.
- ii. To implement procedures and provide technical support in line with the school's ICT support service definition.
- iii. To support and advise pupils and staff in the appropriate use of ICT.
- iv. To document procedures for specific areas of responsibility and provide advanced technical support in line with the school's ICT support service definition.
- v. To be responsible for keeping appropriate records.
- vi. To monitor and assist in the management of the school's ICT support service.

1. The installation and maintenance of the school's ICT resource

- a. Desktop & Application Support
- b. Connect, set up and check PCs and peripherals for normal operation.
- c. Perform routine maintenance tasks, including installing basic software packages and setting common options.
- d. Perform basic PC hardware repairs and upgrades.
- e. Maintain common hardware found in school; install applications and trouble-shoot basic problems.
- f. Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.
- g. Detect, diagnose and resolve PC, peripheral and application errors.
- h. Perform advanced diagnosis procedures on PCs, peripherals and applications.

2. Server & Network support

- a. Set up hardware and perform basic checking of networked PCs.
- b. Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.
- c. Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- d. Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies.
- e. Install software and CDs on the file server; maintain hardware and software of the server; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.

3. Health & Safety

- a. Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

The support and management of the school's ICT service

4. Configuration & Installation

- a. Follow an acceptance test procedures for new ICT equipment.
- b. Update records of installed hardware and software; maintain a software library and store original copies of installed applications.
- c. Plan, record and implement changes to hardware and applications; collate and interpret results of testing and advise if goods are fit for use.
- d. Record and retrieve information in the school's Configuration Management database/log.
- e. Design and apply simple processes to manage configuration and change within the school; implement a structured approach to rolling out new hardware and software.
- f. Manage collection of, appropriate access to and storage of relevant asset and configuration data.

5. Continuity, Maintenance & Security

- a. Review internet filtering, Smartcache & Securus logs and initiate necessary process for infractions by students to relevant head of year.
- b. Follow routine maintenance procedures.
- c. Follow school backup, virus protection and security procedures.

6. Support Request Management

- a. Record accurately support requests, outcomes and time taken in the support log.
- b. Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- c. Respond to support requests according to school procedures, recording detailed diagnostic information and using appropriate knowledgebases/logs to inform diagnosis and resolution.
- d. Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.
- e. Interpret detailed diagnostic information; monitor and manage server logs and use them to inform developments and support procedures; produce reports from support logs to provide basic management information on the volume and nature of requests.
- f. Prioritise resolution of problems and determine whether external support is required.

7. Internal Support Arrangements & External Contracts

- a. Act as first point of contact for current and potential future Anti virus software.
- b. Act as first point of contact and run routine maintenance for organisations mail server
- c. Act as first point of contact for Disaster Recovery solution, including documenting processes and amendments.

The development of the school's ICT service

8. Strategy & Planning

- a. Identify software, hardware and working practices required to fulfil functional specific areas of responsibility.

9. Budget, Team & Individual Responsibilities

- a. Proactively manage assigned calls.
- b. Ensuring documentation is kept up to date for allocated calls and customers are appraised of the progress of their individual calls through to closure.
- c. Act as first point of contact and proactively monitor Anti Virus application ensuring errors, alerts and suspicious behaviour/viruses are dealt with, escalated where required.
- d. Proactively monitor mail server and act as first point of contact for issues relating to mail server & mail clients.
- e. Act as point of contact for AUP infractions for students, escalate infractions to year heads
- f. Act as first point of contact for the installation, configuration, testing, deployment & documentation of software packages using WPKG.
- g. Maintain record of hours worked.
- h. Work as part of a team and adopt flexible working practices.

Personal qualities

10. Personal ICT development

- a. Attend relevant courses and use other means to improve ICT skills.
- b. Actively seek to broaden knowledge and skills relevant to responsibilities.
- c. Maintain personal expertise in individual areas of ICT to provide appropriate advice and support via internal and external training.

11. Communications

- a. Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets.
- b. Make contacts with external contractors and suppliers for specific areas of responsibility.
- c. Where necessary conduct individual and group training on the use of ICT resources.
- d. Document current policies and practice and keep up to date.

12. Educational Awareness

- a. Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.

13. Additional

- a. The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Date:

Next review date:

Signed (post holder):

Signed (line manager):