



City of London Academy (Southwark)

Job description

Job Title	2nd Line Support Technician
Grade	JE4
Responsible to	Network Manager
Job Purpose	As a technologically advanced school the support technician role is vital to ensure staff and students can use the academy's ICT network, facilities and infrastructure to its full potential.
Key Accountabilities	1st Line Support To provide first level of response to support requests: • Answer phones • Log issue reports • Diagnose & resolve minor issues on workstations 2nd Line Support To provide advanced support to users of the school network. • Diagnose and resolve advanced issues on workstations • Investigate issues escalated by 1st Line support technicians • Plan and management software & hardware deployments Maintenance of servers and systems • To manage and carry out regular maintenance of the ICT infrastructure including physical maintenance of devices as well as administrative software maintenance. Development of new facilities and systems • To develop new systems and infrastructure where required to support ongoing development of the Academy's teaching and learning. Other • To undertake other duties which correspond to the general character of the post and commensurate with roles of this level within the Academy
Other Duties	• Maintain and configure network equipment and infrastructure. • Manage print services • Manage and deploy SIMS updates and client installations
Statutory	• To work within a framework of best practise governed by the relevant occupational standards to support excellence in teaching and learning • To promote the safety and wellbeing of students, ensuring that the school's Child Protection and Safeguarding policies and procedures are promoted within the school • To be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act 1974 and relevant EC directives • To adhere to the Academy's Equality policy in all activities, and actively promote equality of opportunity