

THE NETHERHALL SCHOOL

JOB DESCRIPTION

POST TITLE:	Senior IT Technician
GRADE:	Scale 5 Full Time, 37 hours per week
HOURS OF WORK:	8:30am – 4:30pm (Monday – Thursday); 8:30am – 4:00pm (Friday)
RESPONSIBLE TO:	Network Manager

PURPOSE OF THE JOB:

- *To provide support to all users of the computer network*
- *To manage day-to-day the client side IT infrastructure.*

MAIN RESPONSIBILITIES:

1. To provide first line support to users, diagnosing and resolving problems when possible, escalating where necessary.
2. To maintain the college's client side infrastructure including laptops, desktops, white boards and projectors.
3. To manage classroom IT infrastructure, enabling effective teaching.
4. To provide 'in-class' support to students and teachers, as appropriate.
5. To contribute to the implementation of hardware and software installations/upgrades.
6. To assist with the maintenance of the college's central systems. These currently include but are not limited to file, domain, print, email, antivirus, backup, wireless, intranet, CCTV, access control, service monitoring, signage, database, student monitoring, remote desktop, cashless catering, patch management and application deployment.
7. To be aware of licensing, copyright, security and data protection issues, implementing policies accordingly.
8. To maintain a current knowledge of planned IT developments and actively contributing to their progress.
9. To maintain classroom IT infrastructure, from workstations to peripherals.
10. To ensure record accuracy of the client estate within the IT Hardware Inventory and contribute to its general upkeep.
11. To conduct one-to-one or small group training with staff and students in aspects of IT use, as needed.
12. To ensure that the requisite Health & Safety regulations and school policies are complied with.
13. To remain mindful of systems security at all times and raise any concerns with the Network Manager.
14. To supervise junior posts within the team.
15. To work with the Network Manager, maintaining working knowledge in order to effectively deputise in their absence.
16. To undertake any other duties consistent with the post as directed by the Principal.