

**Park High School
Job Description**

This Job Description is not necessarily a comprehensive definition of the post. It will be reviewed at intervals and it may be subject to modification or amendment at any time after consultation with the holder of the post.

Post Details: **Senior ICT Technician**

Scale: **H06 (£24744 - £26277)**

Responsible to: **Network Manager**

Responsible for: **ICT Technician**

JOB PURPOSE:

To support the Network Manager in the day to day running of the school's IT systems and infrastructure. To plan, run and assist on IT projects, supervise the ICT technician and provide support to staff and students.

Key Responsibilities:

- To manage the online helpdesk solution, including preparing statistical analysis
- To manage and undertake incoming job requests
- To manage smaller scale IT projects
- To provide technical response to IT related issues
- To support the Network Manager in identifying areas of the IT infrastructure in need of improvement and propose solutions
- To prepare detailed technical documentation for computer and network set-ups, departmental policies and procedures, change management and project documentation
- To manage and order print toner stocks
- To supervise the ICT technician
- Any other duties as required by the Headteacher

PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications and Training	CompTIA A+ /N+ MCP	MCSE/A or MCITP qualification
Experience	• Minimum of 3 years recent experience of providing technical support in a Windows environment • Experience of working on IT projects, either managing or working on projects as part of a team.	Experience of running IT systems in schools
Skills, knowledge and aptitudes	• The ability to analyse and solve technical problems • Ability to read, write and understand technical English and computer manuals • Ability to explain computing concepts/functions to non-technical personnel • Ability to prioritise and work calmly under pressure • Reliability and a commitment to maintaining high professional standards • Excellent team working skills • Excellent oral and communication skills • Knowledge of structured network cabling • An understanding and commitment to adhering to school policy on safeguarding	Experience of SIMs Experience of Apple Mac configuration and networking
Other Requirements	• Commitment to on-going professional development	