

WEST PARK SCHOOL - JOB DESCRIPTION

POST DETAILS

Position: ICT Technician
Responsible to: Network Manager
Scale: LGPS 17 -21 £17,547 - £19,939
Hours: 37 Hours per week (Full time)

JOB OVERVIEW

- To Support the Network Manager in the management, installation, maintenance, availability and security of the schools network, hardware, and software.
- To maintain and update the inventory of ICT software and hardware.
- To manage the stock of ICT consumables
- Provide support and training to pupils and staff

MAIN DUTIES & RESPONSIBILITIES

- Ensure that day – to – day Help Desk tickets are completed.
- Provide password resets.
- Perform advanced diagnosis procedures on PCs, peripherals and applications
- Support all school software applications: the School Information Management System (SIMS/FMS), the school VLE and the library management system.
- Perform regular monitoring and maintenance on the school network equipment.
- Assist in managing and maintaining active network components including switches, hubs, wireless provision, cable upgrades;
- Ensure that desktops and laptops are installed with the required software and kept up to date with the latest security fixes.
- Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support.
- Undertake such other duties as reasonably correspond to the general character of the post and commensurate with its level of responsibility.

PERSONAL SPECIFICATION

EDUCATION, QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
- Educated to A Level or equivalent qualification/experience - Microsoft Certified, N+ , A+, Cisco - Mac OSX - Good literacy and numeracy (GCSE Maths and English)		✓ ✓ ✓ ✓
EXPERIENCE		
- Supporting a large number of ICT users - Working within an educational environment - Documenting IT implementations & maintaining asset registers.	✓ ✓	✓ ✓
KNOWLEDGE, SKILLS AND ABILITIES		
- knowledge of Microsoft Windows & Office - Good knowledge of Windows Server technologies - LAN/WLAN, TCP/IP, DNS and DHCP knowledge - Ability to communicate effectively with staff and pupils - Effectively provide support to users with varying levels of ICT literacy - Knowledge of Hardware Maintenance(Laptop and PC Repair)	✓ ✓ ✓ ✓ ✓ ✓	
OTHER REQUIREMENTS		
- Up-to-date awareness of the ICT market - Enthusiasm, energy and commitment - A good punctuality and attendance record - Barred List / DBS Cleared	✓ ✓ ✓ ✓	