

JOB INFORMATION

IT System Supervisor [August 2016]

The job:

The job requires practical skills, good judgement and people skills. John Port School is large site with several buildings and extensive grounds IT equipment is installed throughout the site all linked by the IT network. The System Supervisor will spend a lot of time with the equipment and users across the estate.

The Job involves:

- Managing the schools software infrastructure in collaboration with the Network Supervisor
- Supporting users
- Developing and sharing a knowledge of the schools main systems
- Preparing equipment and software at locations across the site
- Directing IT technicians
- Installing IT equipment to specification and testing it
- Advising Senior Leadership Team and users
- Looking at new software and IT facilities of benefit to the school
- A good knowledge of the Microsoft Software environment and MS-Office
- Manage the changeover to cloud storage

Essential qualities:

- Good IT knowledge
- Flexible and hard working
- Ability to communicate with people at all levels
- Organisational skills able to work on own initiative
- Experience of customer service and managing priorities
- Have an understanding of health and safety in the workplace
- Demonstrate ability to relate well to children and adults. Be willing to participate in development and training opportunities.
- Able to work as part of a team, understanding school roles and responsibilities and own position within these.
- Good knowledge of the Windows environment and networks
- Network management

Desirable qualities:

- A working knowledge of operating systems
- Knowledge of educational hardware and software

This job description allocates duties and responsibilities but does not direct a particular amount of time to be spent on carrying them out and no part of it may be construed as such. This job description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and it may be subject to modification or amendment at any time after consultation with the holder of the post.

JOB DESCRIPTION

IT System Supervisor [August 2016]

Grade: G6 26-30

Attendance: 37 hours a week 52 weeks per year

Responsible to: AHT Systems

Duties:

1. Support the running, organising and development of the schools IT resources
2. Liaise with staff, students, and suppliers in order to support the department school's aims and objectives
3. Manage, with the Network Supervisor, the change to cloud storage
4. Assist with the schools user support provision, ensuring timely resolution to requests, problems and regular status updates of requests / problems
5. Provide support and promote the effective use of teaching and learning technology and other IT based interactive resources / software to end-users
6. Monitor and control devolved Consumables and Educational IT budgets
7. Safeguard and maintain stock levels e.g. consumables
8. Provide advice and guidance to staff, students, parents/carers and others
9. Help the Network Supervisor to protect software and network integrity and security when Network Supervisor unavailable.
10. Identify any software conflicts and resolve where possible
11. Liaise with software suppliers and contractors to support software services and users
12. Manage major maintenance and repair processes via purchase or through warranties.
13. Promote the effective use of IT equipment to staff, students and colleagues
14. Support the infrastructure for the schools main systems including the running and development of the internal network, and the documentation / installation of new technologies
15. In association with the Network Supervisor, proactively plan to meet the future IT needs.
16. Upgrade monitors, memory, hard disks, network cards, other cards and accessories
17. Install hardware in educational systems
18. Connect hardware according to specific procedures
19. Provide advice and guidance to staff, students, parents/carers and others
20. Ensure the correct security and backup is in place
21. Maintain documentation and knowledge base
22. Share in any tasks within the IT Support department
23. Undertake any other duties as reasonably directed by AHT Systems
24. Examine actual or potential breaches of security or uncovered risks with the Network Supervisor and advise Senior Leadership as appropriate
25. Operate relevant equipment/ICT packages
26. Provide technical assistance with procurement of hardware and software
27. Keep up-to-date with developments in IT
28. Collaborate the Network Supervisor with the purchasing, procurement and budget management of ICT equipment and consumables
29. Ensure that the Health and Safety of staff and students is maintained at all times.
30. Participate in development and training opportunities
31. Work as part of a team, understanding school roles and responsibilities and own position within these.
32. Comply with school policies and procedures.
33. Update and maintain school hardware policy
34. Maintain a safe environment for young people through awareness and promotion of Safeguarding
35. Other tasks as required commensurate with the nature and grade of the post.