

IT Projects Technician
JOB DESCRIPTION & REQUIREMENTS
November 2017

Job purpose

- To assist the IT & Network Manager and Head of Digital Learning in the development of the School's IT
- To be responsible for the maintenance of school IT equipment and software
- To support the staff in their use of IT within the school
- To have safeguarding of children as a priority

Responsible to:

The IT & Network Manager

Key tasks and responsibilities

Responsibilities are divided between:

- Maintenance – 1st or 2nd line support, providing a point of contact for staff or investigating technical problems
- Projects - acting as the lead or assisting the IT & Network Manager in agreed IT development projects

Projects

To act as the lead or support the IT & Network manager to implement various agreed IT initiatives, working with the IT department and other staff members. This will include:

- Gathering requirements from staff
- Researching possible options including communicating with suppliers
- Assisting the IT & Network Manager in financial planning
- Planning implementation
- Installing and configuring software or hardware as necessary
- Supporting and training staff

To identify software, hardware and working practices required to meet the IT requirements of the Prep and to keep up to date with IT developments. Where appropriate to make recommendations to the IT & Network Manager to improve the provision of IT at the Prep.

Maintenance

To assist in the responsibilities of the IT department to support and maintain the school's IT infrastructure, to ensure that the business of the school, especially teaching, is able to continue with minimal disruption. To ensure that confidential information held by the school's IT system is kept confidential to the best of our ability. Specific duties include:

- operating as the first point of contact for staff with IT issues for part of the week, recording issues in the ticketing system
- answering staff queries about use of IT
- maintenance, repair and troubleshooting of Windows PCs, Apple Macs, iPads, servers, switches and other computing devices owned by the school, throughout classrooms,

- offices and the school environment
- updating the software and firmware of these devices as necessary to ensure security and develop facilities;
- installing new software where required
- understanding and administering the school network: switches, cabling and access points
- ensuring appropriate backups are taken of school data;
- maintenance and oversight of IT security and automated safeguarding systems, such as anti-virus, firewall and web filtering
- maintenance and configuration of the school's management information system, including creating custom reports
- ensuring we have all relevant software licences in place.
- writing and updating documentation on IT systems
- monitoring and reporting any potential breaches of school policies to the Bursar and Head for investigation.

General

- Prioritise a community and family ethos.
- Maintain confidentiality and act with discretion in all school matters.
- Take responsibility for professional development, keeping up to date with changes in IT
- To be familiar with data protection, and health and safety matters relevant to the provision of IT.
- To be accommodating and flexible as required to meet the needs of the job, including occasional out of hours requirements. Time off in lieu will be granted on such occasions.
- Act as part of a team providing support and advice to colleagues and deputising for the other team members in their absence.
- Perform other reasonable requests from the IT & Network manager, Bursar or Head.

Personal Specification

Essential

- Passion for IT and its use in education
- Solid understanding of the fundamentals of a modern computer network. For example: TCP/IP, HTML, file system permissions, components of a computer
- Significant experience using Microsoft Office
- Research skills – experience of seeking out, compiling information and presenting a report
- GCSE English and Maths A* to C grade; or equivalent
- Practice in analysing and solving technical problems
- Self-motivated – able to be proactive and resolve problems without close supervision
- Able to work well in a team
- Able to communicate on technical subjects effectively
- Be approachable and helpful

Desirable

- Degree in a subject relevant to IT
- Further education qualification in IT
- Microsoft or Apple certifications
- Experience supporting IT, especially in schools
- Experience with any of these technologies: Windows Server, Microsoft Azure, Hyper-V, Powershell, Windows 10, OS X, iOS, Office 365, WCBS PASS/3Sys, Veeam, VoIP phones, managed switches, VLANs, Smoothwall firewall, Lightspeed MDM, Ubiquiti UniFi Wi-Fi
- Programming experience in some language
- Experience managing suppliers to a business
- Experience with data protection legislation requirements
- Experience with Online Safety requirements in education