



Senior IT Technician – Band 3
37 hours per week, 52 weeks per year

Responsible to: IT Systems Manager

Liaison with: Teaching staff
Support staff
Governors
External Agencies and visitors
Traded services customers

Job Purpose	To work closely with the IT systems manager and IT technical support team to maintain the smooth day to day running of the school computer system and associated hardware, software and peripherals for network and standalone machines, servers and laptops. This service extends to the several primary schools who we provide an IT support service to.
Duties	• Provide day to day support to the school community, either in person, via telephone or service desk software • Problem diagnosis, advice and escalation to third parties where required across a range of systems • Provide day to day customer support and advice from the team base • In the absence of other network support staff, cover day to day maintenance of school resources and provision of support service • Troubleshoot and resolve the day to day technical problems encountered by the school's network users within an adequate timescale • Manage own workload of support desk calls and resolve or escalate calls within an agreed timeframe • Liaise and communicate with other network staff to ensure an efficient, effective network team • Configuration of workstations, networked and standalone • Carry out a rolling programme of general projector maintenance • Promote relevant legislation and good practice, relating to data protection/GDPR and records management to the school community • Keep up to date with developments in existing installed applications, packages and those newly installed on the network • Continue to develop a sound knowledge of systems and equipment available to end users in order to support and advise on their best use • Train staff in the use and best practice of the school systems • Ensure all new IT based equipment in school is appropriately security marked • Liaise with the finance team to ensure the asset register is up to date Assist with: • Support of the schools Google G suite cloud based email system • Monitoring the schools AV system • Installation, upgrading and maintenance of hardware, software and peripherals where required, throughout the school • Smooth running on all onscreen/online exams and assessments ensuring all exam board requirements are met as provided by the school's examinations officer

	• Ensure information is entered into team calendar to ensure whole team is aware of dates, times and places • Maintaining service desk knowledge base • Registration of new equipment warranties to ensure support available if required • Maintenance of machine specification inventory and ICT asset register • Assisting in the procurement of ICT equipment and ensure best value for the school as and when required For information the school has a range of infrastructure / systems in place, including: • Windows Server 2019 Active Directory • Smoothwall UTM • Microsoft MDT2016 • VOIP Phone System • Google Gsuite for Education • Microsoft Hyper-V Server • Papercut FollowMe Print Managment • Electronic Cashless Catering • Cisco Core and Edge Switches • Cisco WiFi • Windows 10 • Google Chromebooks
General	• To facilitate and welcome all visitors to the school • To carry out all duties in line with the school ethos • To participate in staff development to improve skills, knowledge and understanding relevant to the post • At all times to carry out the duties in accordance with school based policies and health and safety procedures • Other duties relating to the use of the premises may be necessary from time to time in accordance with established local practice or within the reasonable requirements of the Headteacher and governing body • The duties may be varied by the Headteacher and/or governing body to meet changed circumstances in a manner compatible with the post held • To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager • To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace. • Ensure that all duties and services provided are in accordance with the school's equal opportunities policy • The governing body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment



PERSON SPECIFICATION

Senior IT Technician

General heading	Detail	Examples
Qualifications and Experience	Specific qualifications and experience	Experience working in IT support
	Knowledge of relevant policies and procedures	• Good knowledge of school procedures • Working knowledge of relevant ICT systems
	Literacy	Ability to read and write complex and technical reports
	Numeracy	Ability to undertake basic and complex calculations
	Technology	Ability to use a wide range of Microsoft applications and IT systems
Communication	Written	Ability to complete forms, letters and reports
	Verbal	Ability to exchange routine and complex verbal information clearly with children and adults
	Languages	Seek support to overcome communication barriers with children and adults
Working with children	Behaviour management	Understand and implement the school's behaviour management policy
	SEN	Understand and support the differences in children and adults and respond appropriately
	Health and wellbeing	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Understand the role of others working in the school and that of external agencies
	Relationships	Ability to establish rapport and respectful and trusting relationships with children, their families, carers and other adults
	Team work	• Ability to work effectively with other adults in the school. • Ability to make a distinctive contribution to the work of the team
	Information	Ability to provide timely and accurate information
Responsibilities	Organisational skills	• Excellent organisational skills • Ability to remain calm under pressure
	Time management	Ability to plan and manage own time effectively, be self motivated and disciplined in approach to tasks

	Line management	Ability to line manage and support an apprentice as well as project manage as appropriate
	Creativity	Demonstrate a highly creative approach to supporting children and staff and an ability to resolve complex problems independently
General	Equalities	Demonstrate an awareness of and promotion of equality
	Health and safety	• Excellent understanding of health and safety legislation and procedures relating to specialist areas • Ability to advise others
	Child protection	Understand, support and implement child protection procedures
	Confidentiality/GDPR	Understand procedures and legislation relating to confidentiality and GDPR
	CPD	• Demonstrate a clear commitment to develop and learn in the role • Ability to effectively evaluate own performance

March 2019