JOB PROFILE

Job title:	ICT Senior Technician
Responsible to:	ICT Technical Manager
Responsible for:	NA
Salary / Grade:	Grade 4 £21,589 - £23,836 per annum
Working hours / weeks:	37 hours per week, 52 weeks
Core purpose:	To provide technical support for hardware, software and systems. To provide excellent customer service in order to respond to IT issues for both students and staff.

Corporate responsibilities:

- To ensure that the responsibilities of the role are carried out in a way that reflects the vision and values of the Trust.
- To be aware of and observe all policies, procedures, working practices and regulations, and in particular to comply with policies relating to Child Protection, Equal Opportunities, Health and Safety, Confidentiality, Data Protection and Financial Regulations, reporting any concerns to an appropriate person.
- To contribute to a culture of continuous improvement.
- To comply with all reasonable management requests.

Key responsibilities:

General responsibilities

- Administration of all ICT networks, infrastructure, computer workstations, software and peripherals.
- To ensure school is compliant with GDPR and its implications for data storage, retrieval, dissemination and removal.
- To provide a proactive, solution focussed, service to all users.
- To install, configure, support and update IT systems.
- To deploy update and upgrade all application software as required.
- To attend to and repair technical faults and resolve user problems.
- To create and manage staff and student e-mail accounts.
- To source, replace and install consumables.
- To provide IT support to the classroom
- To maintain and safeguard hardware and software in accordance with school policies
- To participate in and comply with backup procedures.
- To keep up to date with emerging technology and new developments
- To update record keeping systems, escalating priority issues
- To contribute to the team's knowledge base
- To be flexible on moving between sites within the Trust.

Hardware responsibilities

- To install, maintain, diagnose, repair and test all IT hardware as assigned from the Every ticketing system.
- To maintain, support and undertake troubleshooting and diagnostics on servers.
- To set up workstations and install peripheral devices.

- To assist in the management of ICT and AV equipment.
- To report faulty equipment to suppliers for repair under guarantee / warranty and attend when external support is on site.
- To ensure that new equipment is asset tagged, logged and registered on the database in accordance with IT procedures.
- To check that hardware is functioning as intended, carrying out remedial work as required.
- To ensure that the asset database is updated when disposals are made.
- To ensure that disposals are in accordance with Data Protection procedures.
- To carry out hardware audits.
- To ensure that general housekeeping is of a high standard.
- To carry out routine hardware maintenance.

Software responsibilities

- To install, configure and test software packages and functions.
- To configure automated deployment using Active Directory and Group Policy for all installable packages as required.
- To deploy, repair and update operating systems, software and packages as per the ticketing system.
- To install, deploy, configure and maintain Assessment, / Testing / Examination software including the creation of student accounts, extracting data from other sources as required.
- To guide and support users to operate new software.

Consumables

- To support the stock control, re-ordering and invoicing of consumable items to ensure adequate stocks are maintained.
- To replace and install printer and other consumables in accordance with the ticketing system

Network

- To undertake installation, repair and testing of network cabling and associated hardware in accordance with school procedures, legislation and safety requirements.
- To configure dynamic and static IP settings.
- To develop, install, maintain and test specialist infrastructure.
- To develop and maintain local networks in order to optimise performance.
- To organise upgrades and maintenance without impacting on day to day operations.
- To monitor and maintain school security systems such as CCTV.

User accounts

- To use Active Directory and Group Policy for the creation, management, security and deployment of users, passwords, groups, roles, responsibilities, accounts, printers and software.
- To make provision for and maintain e-mail accounts for individual users and groups.
- To oversee and administer e-mail filtering and archiving procedures.
- To maintain software for web filtering for child protection, using appropriate software.
- Ensure the security and privacy or networks and systems.

External services

- To provide designated IT support services to external partners, organisations and feeder schools.

Notes:

This document is an overview of the role. The responsibilities will include but will not be limited to those listed above and it is anticipated that the role will evolve over time and as such the duties may change.

This document does not form part of the contract of employment.

This post will have contact with children and as such a satisfactory disclosure from the Disclosure and Barring Service (DBS) is required as a condition of employment.

Core Values:

Respect for individuals**:**	We work together to create a culture based on trust, respect and dignity.
Integrity:	We are open, honest and direct in our dealings.
Collaboration:	We know that there is strength in working together, communicating, sharing ideas and best practice and finding more efficient and effective ways to deliver our objectives.
Continual improvement:	We are a learning organisation that strives always to 'make our best better'.
Accountability**:**	We hold ourselves accountable and take ownership.

Two Counties Trust

PERSON SPECIFICATION

Role: ICT Senior Technician		E/D	A	I
Qualifications and Training				
1	Minimum of Level 3 qualification in an associated discipline	E	✓	
2	Certification as an IT technician e.g. Microsoft Certified	E	✓	
3	Level 2 in English and maths or willingness to achieve.	E	✓	
Experience				
4	IT systems experience in an Active Directory environment	E	✓	✓
5	Resolving ICT problems whilst managing customer experience and expectations	E	✓	✓
6	Experience of software and hardware installation and maintenance	E	✓	✓
7	Experience of working in a school environment	D	✓	
8	Experience of ICT maintenance and fault resolution	E	✓	✓
9	Experience of working in a networked environment	E	✓	✓
Knowledge and understanding				
10	Thorough knowledge of hardware, software, internet applications, networks and operating systems	E	✓	✓
11	Knowledge of data protection in respect of ICT systems and security	E	✓	✓
12	Knowledge of ICT software used in a classroom context	D	✓	
Skills and abilities				
13	Strong technical ICT skills	E	✓	✓
14	Able to prioritise workload and re-prioritise effectively to deal with changing circumstances	E		✓
15	Able to meet deadlines and work under pressure to achieve targets	E		✓
16	Clear verbal and written communication skills	E	✓	✓
17	High levels of initiative	E		✓
18	Excellent diagnostic skills	E		✓
Personal attributes				
19	Customer focussed	E		✓
20	Able to convey technical information in a non-technical way	E		✓
21	Able to work equally as well alone as when part of a team	E		✓
22	Able to work flexibly to meet the needs pf customers	E		✓
23	Desire to keep IT skills up to date and keeping abreast of emerging technologies	E	✓	✓
24	Focussed on delivering continuous improvement	E		✓
25	Strong attention to detail	E	✓	✓
Other				
26	A commitment to uphold and promote equality of opportunity	E		✓
27	Demonstrates an understanding of Safeguarding issues relevant to the post	E		✓

KEY: ✓

E	Essential
D	Desirable
A	Assessed by Application Form
I	Assessed by Interview

Date: July 2019