

Post: ICT Senior Technician

Location: Ormiston Sheffield Community Academy

Salary: Grade 4

Contract: Academy

Status: Full Time permanent

Hours: 37 hours a week, flexible to meet the needs of the business. Working out of academy hours may be required.

Reports to: ICT Services Manager

Job Description and Responsibilities

This post holder will be proficient in providing an efficient and effective first and second line ICT Technical Support service to pupils, staff and guests of the academy.

The post holder will work as part of the academy team to ensure safe operation and maintenance of ICT technologies within the academy. This may include reprographics and AV equipment such as lighting and sound systems.

The Senior Technician will support the use of ICT through the maintenance of software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised. The post holder will also provide some training and coaching for staff to upskill and enable access to systems and support students with accessing ICT resources.

Main duties and responsibilities

- To provide dedicated first and second line support to all users of computing facilities across the Academy this is likely to include Google Android/Apple/Mac, PC operating systems, printers, laptops, tablets and other equipment or services connected to the computer network.
- Support in the creation and implementation of the ICT development plan.
- Support senior staff communicate the ICT strategy, operational plan, policies, procedures, systems and tools, within the academy
- Install and maintain computer hardware, clients, laptops, audio/visual equipment and peripherals.
- Support in the management of the inventory of ICT equipment and ensure it is up to date, ensure starters are equipped and leavers return academy property.
- Undertake general IT hardware/software fixes, such as troubleshooting, network and software faults.
- Install, move, configure, deployment and set up of users' hardware, i.e. laptops, printers, and mobile devices.
- Carry out routine administration including, data backups, Active Directory maintenance.
- Support in the maintenance of a disaster recovery plan including testing.
- Carry out software installation, maintenance and upgrading in line with the academy development policy.
- Ensure that computer workstation images are kept up to date with latest patches, updates etc and support the deployment of images where necessary.

Achieving more together

- To keep abreast of technological developments and encourage the use of ICT at all levels.
- To support staff and students with the use of ICT.
- To support staff and students with the set-up and preparation of ICT equipment around the academy.
- Manage the checking and re-fitting of toner and cartridges and the carrying out of periodic printer maintenance within the academy such as head cleaning and alignment.
- Support the procurement process where required. Ensuring stock levels of spares and consumables are maintained and that you liaise effectively with both internal and external stakeholders.
- Support in the management of staff and student accounts and, where necessary, add new members of the academy community and organise the archiving of user materials from school leavers before removal of their user accounts.
- To be aware of all academy policies relating to the role and carry out the responsibilities detailed therein.
- Support internal stakeholders with the technical elements of the academy MIS system and liaise with external stakeholders as required.
- Support in the maintenance of an ICT Software and Equipment audit, including license agreements along with costs and renewal dates and support finance staff with budget planning.
- Working with Estates, behaviour and safeguarding staff support the deployment, management and maintenance of CCTV systems.
- Providing both remote and onsite IT support to local primary schools under an SLA.

Safeguarding and Promoting the Welfare of Children and Young People

- Adhere to policies and procedures in relation to safeguarding at all times, and to adhere to the statutory guidance "Keeping Children Safe in Education".
- Take appropriate action if having any concerns, or are made aware of the concerns of others, regarding the safety or wellbeing of children or young people.
- Support senior manager staff with monitoring and maintaining device, content and firewall systems to ensure compliance with safeguarding policies and processes
- Support Senior academy staff in particular designated safeguarding lead (DSL) in carrying out any safeguarding investigations, such as reviewing computer files, logs etc.
- Keeping Safeguarding knowledge up to date as directed by the academy safeguarding lead.

Training and development

- Carryout staff inductions for ICT equipment and keep records of staff training and compliance.
- Maintain appropriate levels of training in the role, keeping up to date with new initiatives and developments in ICT.
- Attend events and training as required.
- Identifying training needs and helping to deliver training for staff as needed to operate ICT systems.
- Keeping knowledge up to date in the areas of ICT to support the academy selecting future appropriate and cost-effective ICT solutions

Data Protection

- Adhere to the Trusts data protection policies and processes.
- Support the Trusts Data Protection Officer (DPO), carry out data protection impact assessments (DPIA) on new and developing areas that require data processing & recording.
- Support the Trusts Data Protection Officer (DPO) by providing information to ensure that the Trusts eco system which tracks, and records types of data stored and where is kept is accurately maintained.

Achieving more together

- Support the DPO to ensure that where required; evidence of compliance is recorded as required in the Trust data protection policies and processes.
- To ensure the academy's local ICT infrastructure, data storage and usage are GDPR compliant.
- Report any data breach of the academy's ICT acceptable use policy to the Data Protection Lead.

General responsibilities

- To adhere at all times to the Trust's policies and procedures
- Maintain confidentiality of information acquired in the course of undertaking duties
- Ensure that work is completed in compliance with relevant legislation and procedures relating to this role
- Ensure GDPR principles are embedded in normal working practices
- Post holders may be required to work flexibly in order to meet the business needs. All staff are required to partake in performance management and training activities
- Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the school's safeguarding policy.

The above list is not exclusive or exhaustive, and the school may require the post holder to undertake duties commensurate with the level of the role. As part of your wider duties and responsibilities, you are required to promote and actively support the academy's responsibilities towards safeguarding.

The Trust expect that employees deal with people politely and tactfully, communicating with colleagues both formally and informally, modelling the Academy's Code of Conduct and the equality policy objectives.

DBS

- An enhanced disclosure and barring check will be a requirement for this post

Person Specification

Skills and qualifications	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics	E	A
Hold a recognised computer or network qualification at NVQ level 3 or equivalent experience.	E	A
ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an ICT related discipline	D	A
Degree in relevant subject or equivalent qualifications	D	A
2 years' experience in a technical support role	E	A
Good knowledge of Office 365 cloud services	D	A / I
Good knowledge of Google cloud services	D	A / I
Ability to articulate technical ideas to non-technical people, both verbally and in writing	E	I
Knowledge and/or qualification in a recognised framework for IT service delivery, e.g. ITIL Foundation certification;	D	A
Full driving licence with own transport	E	I
Knowledge and experience		
Understanding of networks, LAN, WAN and internet topologies, protocols and techniques together with a proven technical background in desktop computers, peripherals, software and other hardware	E	A / I
Knowledge and experience of server / desktop virtualisation.	E	A/I
Working knowledge of relevant policies, procedures, codes of practice and awareness of relevant legislation	E	I
Ability and willingness to undertake necessary general repairs and maintenance	E	I
Knowledge of how E-learning can support the implementation of the national curriculum in schools.	D	I
Working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant ICT legislation, including those relating to compliance with the GDPR and Freedom of Information Acts.	E	I
Ability to understand, analyse, and explain ICT to colleagues in an effective non-technical way	E	I
Ability to troubleshoot and problem solve technical issues quickly and efficiently for colleagues	E	I
Be confident in dealing with stakeholders at all levels	E	I
Good interpersonal and communication skills, both written and verbal	E	I
Ability to manage priorities in a pressurised environment whilst meeting agreed deadlines/timescales	E	I
Be able to respond quickly and flexibly to changing deadlines and targets	E	I
Experience of working in an education environment	D	A
Understanding of client/server architecture and more recent cloud services	D	A

Skills and qualifications	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
▪ Willingness to work flexibly when required	E	I
▪ Technical knowledge of Microsoft operating systems in particular for managing and configuring school systems	D	A / I
▪ Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards	E	A
▪ Excellent knowledge and understanding of internet protocols and standards	E	I
▪ Knowledge and understanding of IP telecommunications principles	D	A / I
Personal qualities and attributes		
▪ Have a high level of integrity and credibility	E	A / I
▪ Able to self-lead, develop and motivate to achieve goals	E	A / I
▪ Analytical and problem-solving skills	E	I
▪ Ability to perform the physical tasks required by the post	E	A / I
▪ Be committed to continuous personal and professional development to maintain and extend skills and knowledge	E	A / I
▪ Good interpersonal skills with all members of the school community and 3 rd party support providers	E	A / I
▪ Reliable, honest and trustworthy	E	A / I
▪ Able to work on own initiative, self-motivated and flexible	E	A / I
▪ Willingness to be trained and keep up to date with changes in all relevant legislation including health & safety	E	A / I
▪ A willingness to embrace and celebrate the ethos and values of OAT as an organisation	E	A / I