

JOB DESCRIPTION

Post Title: Senior IT Technician

Hours of Work: 37 hours per week (Monday – Friday) Term Time Only

Grade: Grade 6 Point 7

Responsible to: Technical Services Manager

Reporting to the Technical Services Manager, your main responsibilities will be to help raise attainment in ICT across the school, by ensuring hardware resources are well maintained and by ensuring that staff, pupils and parents are supported in using ICT to support learning.

You will need a good working knowledge of maintaining ICT hardware and software as well as working knowledge of maintaining a Windows Network.

The successful candidate will be able to demonstrate their background as an IT Technician. Along with resilience and great organisational skills, excellent communication and interpersonal skills are crucial as you will be liaising with staff and students daily.

RESPONSIBILITY

- Provide support to the workforce across the school ensuring that ICT hardware and software is fit for purpose and in working order
- Provide advice, support, training and guidance to users
- Assist with configuration, support, servicing and repairs of ICT equipment in line with the School ICT Roadmap.
- Assist the Technical Services Manager with arrangements for securing data, ensuring back-up procedures, disaster recovery plans and other systems are working effectively
- Provide support for school's IT systems to include
 - Virtual servers (Vmware/Hyper-V)
 - Desktop Support
 - Internet connectivity & Filtering,
 - Windows/Azure Active Directory & MS Office 365
 - School MIS system (SIMS)
 - CCTV Network Switching
 - VOIP Phone systems (3CX)
- Monitor, respond and resolve tickets logged on the help desk, escalating complex issues as appropriate, as well as proactively identifying and resolving issues
- Provide support during lessons in the use of ICT equipment
- Document all faults and resolutions, accurately and systematically
- Contribute to decisions on choice of software, learning resources and future developments of the ICT infrastructure
- Take a role in mentoring junior members of the ICT team
- Liaise with third party hardware / software suppliers / providers as required
- Configure, test, deploy and troubleshoot a varied range of software applications
- Contribute and assist on ICT projects
- Maintain software and hardware asset audits
- Communicate and monitor with Printing & Reprographic equipment in school and dealing with maintenance and ensuring stocks of toner are maintained as appropriate
- Ensure Printers & Reprographic equipment across the site are well stocked
- Review CCTV in school
- Create, add and modify content for digital signage, the school's website and other media streams.
- Provide support to the Technical Services Manager with IT policies and procedures
- To deputise for the Technical Services Manager in the event for absences

EQUALITY OPPORTUNITY

The post holder will be expected to undertake all duties in the context of and in compliance with the school's and council's equal opportunities policies.

SAFEGUARDING CHILDREN

The school is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. The successful candidate will require an enhanced DBS clearance.

PERSON SPECIFICATION

Person Specification	Essential	Desirable
Qualifications	Good Standard of Education English, Math's Grade C or above IT Qualification	Relevant professional Qualification/Degree
Knowledge and Experience	Proven experience of working in an IT Support role, involving troubleshooting, and resolving hardware and software issues with the ability to configure and maintain equipment Knowledge of Microsoft on premise & Cloud based systems. Knowledge of network infrastructure i.e switching, routers, firewall & Internet connectivity	Previous School Experience
Skills	Ability to work to a high degree of accuracy and pay attention to detail Ability to work effectively under pressure Ability to plan and manage time effectively prioritizing tasks and keep to deadlines in a very busy environment Understanding of ICT needs within the classroom and systems used in a school environment Commitment to continue personal development Assimilate information quickly and prepare succinct summaries Ability to communicate to staff on all levels, both written and orally. Demonstrate a commitment to equal opportunities Setting high standards to staff and students by personal example Understanding of Safeguarding and Keeping Children safe in education	Understanding of ICT needs within the classroom and systems used in a school environment
Personal Qualities	Ambition for self and others Good sense of humour Decisive, determined, and self-confident Integrity, trustworthy, honest, and open Accessible and approachable Excellent attendance and punctuality Excellent interpersonal skills	

Additional Requirements	Willingness to contribute to the wider aspects of school life Evidence of commitment to professional development Willingness to undertake additional hours when required	
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