

Bishop Stopford School

faith | justice | responsibility | truth | compassion

Senior Network Technician

Main purpose: To be the first point of contact for IT support escalation and problem management. You will be able to effectively manage expectations and communicate clearly regarding fault management. You will take pride in responding quickly and effectively to all support requirements and will have an open approach to helping all staff to get the best out of the school IT systems. Additionally, as part of the wider Team, you will be required to monitor all critical systems, networking equipment, server hardware systems and work towards the school's cloud based approach.

Responsible to: Head of IT

Hours of work: 37 hours per week

Key Areas

Routine Tasks

1. Networks

- Installing, configuring, Maintaining Servers
- On the direction of the Head of IT, manage and support main network
- Liaise with third party suppliers for support of software/hardware faults
- Follow suppliers recommended procedures with all hardware/software maintenance and installation
- Set up, maintain and remove user accounts including email for staff typically starting and leaving the school and student admissions.

2. Clients

- Configuration and hardware maintenance of client machines
- Support client applications e.g. Office applications and, email etc. where escalated by Network Technician.
- Make software available to appropriate users
- Installation of applications on Network and standalone machines
- Wireless client troubleshooting where escalated by Network Technician.
- Allocation of printers and scanners
- Building, configuring, laptops
- Provide ICT training where appropriate as directed by Head of IT.

3. Administration

- Routinely document commonly used methods and procedures and train team members where needed.
- Deputise for Head of IT in his absence

- Provide cover for the ICT Helpdesk as required
- Attend ICT Liaison meeting with Head of IT

4. Office 365

- Taking a Cloud based approach first
- Focus on migration of data to OneDrive and Teams
- Focus on Office 365 becoming core platform for staff and students
- Support the Network Technician with transition to the Cloud

5. Other

- To mentor the Network Technician and to create opportunities for them to shadow and to ensure they are aware of the wider Team objectives
- Keep abreast of new technologies
- Any other duties as requested by your line manager or Senior Leadership Team.

The Academy is committed to safeguarding and promoting the welfare of students. All staff and volunteers must abide by the Academy's Safeguarding policies, and to recognise that safeguarding is *everyone's* responsibility.