



Guiseley School

Job Description

Job Title:	Senior ICT Technician
Grade:	C1
Accountable to:	Network Manager
Accountable for:	N/A
Any Special Conditions of Service:	No smoking policy. Requirement to occasionally work outside of school hours and off school premises as required by the school. This post is offered on a permanent contract, full time, all year round, 37 hours per week.

Key Focus	<i>The Senior ICT Technician will be responsible for the following;</i> ▪ Providing technical support to all staff and students ▪ Developing and maintaining often complex ICT solutions in conjunction with the Network Manager. ▪ Delivering the appropriate support service, training and awareness for ICT developments, ▪ Be involved in the strategic planning of future technical developments. ▪ Support the Network Manager in proactively driving systems development by keeping up to date with cutting edge systems technologies. <i>ICT Systems Development and Support</i> ▪ Providing 2nd line support to the school's ICT systems. ▪ Developing and taking ownership of technical solutions to complex problems. ▪ Developing solutions based on a set of requirements. ▪ Physically install desktop, server, network and multimedia hardware. ▪ Creating clear documentation on the configuration, use and support of ICT systems and developments. ▪ Be responsible for disaster recovery and business continuity of ICT systems on an operational level as well as the testing of systems and processes. ▪ Perform monitoring, management and maintenance of ICT systems and services. ▪ Actively work to continually improve the reliability, resilience, performance and functionality of ICT systems. ▪ Work with the Network Manager to embed a process driven approach to ICT support and management. ▪ Under the direction of the Network Manager, support other members of the ICT team.
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	- Occasionally work outside normal hours to maintain services. Procurement - Purchasing and advising on the purchase of ICT software, hardware and solutions in line with school procedure. Staff Management, Training and Development - Work to implement and embed business processes for ICT support using a set methodology such as ITIL or Becta FITS in conjunction with the Network Manager. - Assist the Network Manager in the provision of ICT training - Keep knowledge of ICT technologies up to date via external training and industry events. - Work towards professional certifications as part of performance management. Web Site Management - Assist in the maintenance and development of the school's websites. - Be aware of the latest web technologies and input into the strategic direction of the school's web presence. - Ensure the quality of the school's website and information published on it. - Work as part of a team of editorial staff when required. Compliance - Ensure that all ICT services are in compliance with child protection or any other relevant legislation. - Ensure that ICT systems and processes are compliant with Becta Security advisories and vendors best practices.
Quality Assurance	- Work towards a defined SLA for ICT services and continually look for ways to improve performance. - Gather feedback and conduct reviews on the quality of ICT systems developments.
Public Relations and Collaboration	- To attend all meetings identified by the Network Manager or project team manager. - Work with external agencies and providers to deliver solutions and support. - To promote a positive ethos to all school stakeholders. - To participate in the performance management process. - To work effectively with staff at all levels. - To follow Guiseley School's policies and procedure.
Role Review	This job description sets out the main duties and responsibilities of this post at the time of drafting. It cannot be read as an exhaustive list. It may be altered at any time in consultation with the post holder subject to the Finance Directors and Network Managers' approval.
Safeguarding	This School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment and individually take responsibility for doing so.