



The Stamford Endowed Schools

Job Description

SES ICT Services Technician

The Stamford Endowed Schools is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Hours of work

37.5 hours per week. (8.30 am to 17.00pm)

Contract period

For remuneration purposes, this contract is for 52 weeks per year. This period comprises:

Term time	42 weeks
Non-term time	3 weeks
Holidays	5 weeks
Bank holidays	2 weeks (excluding dates within term time)
Total	<u>52 weeks</u>

Salary

£18000 - £21000 per annum, depending upon qualifications and experience.

Additional hours may be required from time to time but they will be compensated by the granting of time off in lieu (TOIL), in accordance with the current agreement. Overtime is not paid.

Job Description

The ICT Services Technician is part of the team providing support and assistance to the staff and pupils of the Stamford Endowed Schools.

The ICT Services Technician will work from the central SES ICT department office at Stamford School and also from the SES ICT department office at Stamford High School but will be deployed to any of the SES sites, as need and duties dictate.

Duties include the installation and removal of ICT equipment and spares, assisting in the maintenance of the ICT inventory databases and other jobs as required.

The ICT Services Technician will be required to work on events promoting the schools; this is compensated by TOIL agreed in advance.

Main Responsibilities

The main responsibility of the IT Services Technician is to support our ever growing MAC environment. This currently consists of 1 MAC server for central management and storage and 2 suites of iMacs. The Mac environment is setup to link to the Microsoft environment.

- Managing the server including deployments and security.
- Managing workgroup and server admin packages.
- Managing the cross environment integration between A.D and O.D.
- Providing 1st and 2nd Line support for the iMacs
- Liaising with our Apple Business centre for sales and support.

Also the day to day support of the schools SharePoint environment to aid the Head of IT Services and Director of IT in the day to day use.

On the job training and guidance will be provided.

Any other duties as instructed by the Head of IT Services or your line manager.

Ancillary Responsibilities

- Providing 1st / 2nd line support and problem solving, completing daily calls as in the helpdesk solution.
- Checking and helping with the overall maintenance of the ICT Suites and printers
- Checking and maintaining the tidiness of cables and peripherals and ensuring that usage notices and labels are clear
- Cleaning of equipment, replacement of consumables and spare parts (printer cartridges, drums, transfer units etc)
- Assisting users with loaned laptops/projectors etc
- Equipment storage and moving
- Inventory maintenance
- Attend in-house training sessions as required.
- Other reasonable duties as required.

Line Manager: SES ICT Support Manager.