

POST DESCRIPTION

IT TECHNICIAN

GRADE: Point 7 £12,787pa full time 37 hours per week

RESPONSIBLE TO: The Systems Manager via the Network Manager

PURPOSE AND SCOPE

To provide an efficient and effective ICT service in school, supporting both hardware and software which will facilitate the ICT work of staff and pupils.

PRINCIPAL DUTIES AND RESPONSIBILITIES

General

At all times it is important that the Network Technician works within the boundaries of the Data Protection Act, Computer Misuse Act, Copyright Laws, Health & Safety, School's ICT and Internet Policy and Network Department Policy.

To advise the Network Manager and Network Engineer of any problems that may effect the efficient running of the department both short and long term.

Hardware/Network

- Installation of equipment.
- Administer and carry out a routine maintenance programme.
- Carry out fault-finding, repairs and hardware upgrades.
- Ensure Network, Internet and Data security by maintaining passwords and access levels according to Departmental Policy.
- Stock components to ensure a prompt repair of faulty equipment.
- Provide hardware support for Interactive Whiteboards/Projectors.
- Provide hardware support for Printers, Scanners and Fax Machines
- Maintain/service all laptops

Software

- Install & update software.
- Use relevant programs to recover lost or damaged files where possible.
- Monitor and secure the web filter system (Smoothwall).

Support

- Supply help-desk facilities to the level of front-line support. If the problem requires training it should be referred to Line Management
- Maintain a 'fixes' database to aid front-line support.
- Communicate with Software companies regarding problems with Software.
- Communicate with Hardware suppliers regarding Hardware problems.
- Communicate with ICT Solutions regarding Internet provision.
- Support the School's CCTV system by enabling network connectivity
- Keep a maintenance schedule of staff laptops

Administration

- Monitor spare parts according to Departmental Policy and advise Network Manager on stock levels.
- Monitor consumables according to Departmental Policy and advise Network Manager on stock levels.
- Build and Maintain Ink Toners Database to ensure a reliable supply of printer consumables to the school.
- Reorder Ink Toners when required
- To monitor departmental tools and equipment, keeping working areas as tidy as possible
- Maintain Cartridge Recycling Bin
- Check open rooms to ensure the functionality of all computer equipment contained within them
- Undertake any other reasonable ICT duties as determined by the line management of the School.