

Job description: ICT Technician

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

Summary of the role:	To provide first and second line support to staff, both administrative and academic and pupils on a wide range of IT matters, specifically for the development, maintenance, and support of the School's virtual learning environment (VLE) and Management Information System (MIS) database. To assist the IT Services department in supporting users of the School systems through a variety of administrative tasks.
Contract/Hours of Work:	All year round
Pay Grade:	Support Staff Scale range SCP 27-32 £23,154 to £27,010 (as at Sept 17) dependant on experience and qualifications
Start date:	07.08.17 or as soon as possible thereafter
Line Manager	Systems Director
Main duties and responsibilities:	<p>Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact.</p> <p><u>Assisting in maintaining the School's ICT network and systems</u></p> <ul style="list-style-type: none">• To assist in the maintenance of the School's ICT network and systems• To provide first and second line support to staff and pupils, advising and resolving issues• Assisting in the day to day support of the School's network• Installing, operating and maintaining network services, firewalls, routers, hubs, NAS, switches and other network/system devices• Ensuring support requests are dealt with in a timely and efficient manner• Providing hardware and software support for all servers, computers and mobile devices• Assisting in the management of user accounts, including resetting passwords, updating printer credit and wireless access requests• Ensuring the ICT facilities are in full working order including providing paper and toner for printers• Maintaining all peripherals within the School• Assist in the installation and maintenance of all software on computers• Providing technical support to teaching staff using the IT equipment, including whiteboards, projectors and audio systems during lessons and to assist pupils, if directed by teaching staff• Assisting in the ongoing development of ICT systems in School to enable the delivery of the electronic classroom• To work flexibly in promoting the best practice use of IT facilities at the School• Troubleshooting incidents in order to accurately isolate the cause and providing working solutions• Provide out of hours support for school functions and system maintenance as and when required

Policies and Procedures

- Maintain support documentation
- Actively enforce the School's ICT AUP usage policy
- Update and develop the ICT department asset database
- Assist in keeping system documentation and policies relevant and accurate

Administrative and general duties

- Organise consumable stock levels
- Liaise with external agencies supporting the School's IT systems as required
- Other administrative duties as directed by the IT Systems Director

You may also be required to undertake such other comparable duties as the Bursar requires from time to time.

Person Specification

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	Essential	Desirable	Method of assessment
	These are qualities without which the Applicant could not be appointed	These are extra qualities which can be used to choose between applicants who meet all of the essential criteria	
Qualifications	<p><i>The professional, technical or academic qualifications that the Applicant must have to undertake the role or the training that they must have received</i></p> <p>Good general level of education to 'A' level or above</p>	<p><i>The professional, technical or academic qualifications that the Applicant would ideally have to undertake the role or the training that they should ideally have received</i></p> <p>Relevant vocational qualification and/or degree</p>	<p>Production of the Applicant's certificates</p> <p>Discussion at interview</p> <p>Independent verification of qualifications</p>
Experience	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to predict success in the role</i></p> <p>Experience as an IT Technician specifically in the management of:</p> <ul style="list-style-type: none"> • Software - Windows Server 2000-2012, MAC OS, Windows 7 and 10, IOS, Exchange Server, Active Directory, Networking, Switches, Routers • Hardware - Servers, Switches, Desktops, Mobile Devices 	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to contribute to success in the role</i></p> <p>Experience as an IT Technician specifically in the management of:</p> <ul style="list-style-type: none"> • SQL Server • DNS configuration and setup • DHCP configuration and setup • RIS/RDS deployment tools • Acronis back up management <p>Interest in education and learning in its widest sense</p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>

Skills	<p><i>The skills required by the Applicant to perform effectively in the role</i></p> <p>Familiar with principles of customer care</p> <p>Able to promote the department in a professional manner</p> <p>Able to work under pressure/multi-task</p> <p>Time management/organisational skills</p> <p>IT diagnostic skills</p>	<p><i>The skills that would enable the Applicant to perform effectively in the role</i></p> <p>Able to communicate effectively at all levels both on the telephone and face to face</p> <p>Able to handle difficult customers in a positive and confident manner</p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
Knowledge	<p><i>The knowledge required by the Applicant to perform effectively in the role</i></p> <p>Knowledge of system security and data privacy</p>	<p><i>The knowledge that would enable the Applicant to perform effectively in the role</i></p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
Personal competencies and qualities	<p><i>The personal qualities that the Applicant requires to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people</i></p> <p>Motivation to work with children and young people</p> <p>Ability to form and maintain appropriate relationships and personal boundaries with children and young people</p> <p>Emotional resilience in working with challenging behaviours</p>	<p><i>The personal qualities that would assist the Applicant to perform effectively in the role</i></p> <p>Willingness to work flexibly as a member of the wider IT Services team</p> <p>Naturally gregarious</p>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>