CHENDERIT SCHOOL

Job Description

Post	Assistant IT Manager
Grade/Salary	Grade H (£23,484 to £26,466)
Hours	37
Contract	Permanent Full-time
Reports To	IT Network Manager

Job purpose

To support the IT Network Manager in:

- Ensuring the smooth and efficient running of supported IT systems.
- Ensuring all IT systems are secure inc. performing regular operating system, software updates and patching.
- Providing outstanding, proactive, accessible support to all users.
- Overseeing support to users via the helpdesk system.
- Using third line support knowledge to resolve larger, more complex problems and requests.
- Providing support and training to first/second-line IT technician(s).
- Enabling teaching and learning in line with the school's ICT strategy.

Main Duties and Responsibilities

To support the IT Network Manager by:

- Using the IT helpdesk, overseeing support to all users resolving issues quickly, efficiently and accurately and ensuring that tickets are distributed appropriately to IT technician(s).
- Taking the lead on projects as delegated by the IT Network Manager and reporting back as appropriate.
- Documenting key responsibilities to enable other members of the department to carry out tasks.
- Prioritising responses and resolutions to meet service level agreements.
- Providing support, advice and resolutions to first/second line IT technician(s).
- Assisting with staff training and development, including first/second line IT technician(s).
- Being polite, friendly and helpful with all stakeholders.
- Being a confident communicator and member of the team.
- Liaising with external suppliers and support Providers where appropriate and monitoring usage of remote desktop software.
- Deputising for the IT Network Manager, as required.

Additionally, you will assist with:

1. Developing and maintaining IT systems

- Ensuring the smooth and efficient running of all servers, infrastructure and end user devices throughout the school.

- Maintaining and administering backups, anti-virus/anti-malware protection, web filtering and classroom management systems and suggesting development where needed.
- Ensuring that all school IT systems are fully operational and meet SLAs.
- Upgrading relevant systems out of normal business hours to ensure downtime for staff and students is minimised.
- Maintaining all necessary records and documents including network maps, inventories, license details, warranties and equipment checks as necessary.
- Procuring IT hardware, software, peripherals and consumables in a timely manner to avoid temporary loss of IT facilities such as projector lamps, mice/keyboards etc.
- Ensuring the technical administration of the CMS-based school website.
- Maintaining and periodically testing an effective backup and disaster recovery plan in conjunction with the IT Network Manager.
- Ensuring that IT equipment meets Health and Safety legislation requirements and following relevant H&S procedures when installing hardware.
- Liaising with the site manager as appropriate.

2. <u>Offering server and network support</u>

- Deploying, managing and updating software across the school network. Maintaining records of installed software, keeping the existing software library up-to-date and ensuring software is correctly licensed.
- Setting up networked devices and infrastructure and performing advanced configuration.
- Creating/managing user accounts (AD/G Suite) and ensuring the correct permissions, Group Policies, FSRM and print quotas are applied where necessary.
- Performing maintenance tasks for user accounts and running advanced network monitoring reports and utilities.
- Installing and maintaining network cabling; performing advanced diagnostic and recovery routines on network equipment; configuring network clients with appropriate server information and/or software.
- Installing and configuring network equipment such as switches, routers and MFDs and ensuring devices are assigned to the correct VLAN(s).
- Managing and maintaining the school's wireless infrastructure.
- Managing and maintaining the school's CCTV, telephone and door access systems and ensuring relevant laws and best practice are complied with. (Data Protection, GDPR, CCTV etc.)
- Ensuring appropriate security is in place for the school's IT systems. i.e. anti-virus, firewalls, anti-malware, multi-factor authentication for accounts etc.

3. <u>Offering Desktop & Application Support</u>

- Performing advanced diagnostic procedures on PCs, mobile devices, peripherals and applications.
- Diagnosing, supporting and providing fault finding and resolution using own initiative.
- Installing, configuring and testing hardware and software systems and ensuring they meet user requirements.
- Providing guidance and training to staff as and when required to ensure the safe and effective use of software and hardware.
- Using remote access software to investigate operational issues and develop/apply fixes to resolve problems.
- Procuring, installing and managing various forms of hardware as needed.
- Assisting in the planning and development of the school's IT network to ensure continuing standards.

- Maintaining an accurate inventory of IT resources across the school using the asset management software.
- Advising on compatibility of hardware, applications and operating systems, according to user requirements.

4. <u>**Contributing strategically**</u>

- Supporting the IT Network Manager to develop and enhance the IT provision.
- Keeping up-to-date with developments in education IT technology.
- Maintaining IT systems to achieve a safe and efficient service for staff and pupils.

5. <u>**Overseeing data protection**</u>

- Ensuring that the school's data protection and privacy policies are adhered to.
- Minimising the risk of a data breach occurring.
- Highlighting potential risks to line management.
- Evaluating new solutions and software to ensure they are compliant with legislation and school policies.

6. <u>**Contributing to the safeguarding of the school community**</u>

- Attending all safeguarding training as directed.
- Ensuring systems that monitor the safeguarding of both staff and students are monitored and effective passing concerns to the IT Network Manager and the DSL.
- Keeping up-to-date with developments in safeguarding and IT such as new apps, services and legislation.