LIPA
THE LIVERPOOL INSTITUTE FOR PERFORMING ARTS

Job Description

Job Title	Group ICT Technician
Salary Scale	£31,406 to £33,309 (Scale 7)
Responsible to	ICT Manager
Responsible for	None
Liaison with	Primary and High School Head Teacher Sixth Form College Principal Group Business Systems Development Manager
Number in Post	1
Date Revised	October 2021

Job Purpose

- Primarily responsible for administering, supporting, and maintaining ICT provision within the LIPA Group, specifically at the LIPA Primary and High School and LIPA Sixth Form College. This includes servers, software, laptops, desktop PC builds and client support.
- The following major tasks are within the overall job role:
  - Advising the Sixth Form Principal and Primary and High School Headteacher on the expenditure of the ICT cost centre.
  - Co-ordinating the ICT development in relation to teaching, learning and administration including the development of technology led learner support.
  - Maintaining and developing the network and server infrastructure, specifically at the LIPA Primary and High School and LIPA Sixth Form College, but also supporting at LIPA HE as required.
  - Co-ordinating the process of effective selection, deployment, and replacement of ICT equipment.
  - Evaluating, configuring, packaging, and deploying software for use; and
  - Providing responsive and accessible technical support for all computer users.

Major Task 1 - Advising on the ICT cost centre

1. Work with the Sixth Form Principal and Primary and High School Headteacher to set, develop and generate yearly operational budgets.
2. Work within the framework of LIPA Policy and Strategy; and
3. Work according to the Group's Financial Regulations.

Major Task 2 - ICT strategies and developments

1. Advise on the planning and development of ICT related projects to support the teaching, learning, support, and business process needs, in consultation with the ICT Committee and Group strategic plans.
2. Advise senior management and the ICT Committee on issues such as ICT standards, hardware, software, ICT technical and management issues.
3. Keep up to date with new developments and recommend the use of new technologies where appropriate; and
4. Provide technical support for new Group projects / initiatives subject to appropriate service agreements.

Major Task 3 - Network and server infrastructure

1. Maintain relevant networks to provide a reliable service ensuring maximum availability and security of networked systems at all times.
2. Ensure network security, and general backup facilities operate at all times.
3. Maintain staff / student access to required services on demand, managing access rights and passwords.
4. Ensure that all operating system software security fixes are installed and that virus definition files are updated as they are made available.
5. Maintain physical and any virtual server infrastructure.
6. Ensure all ICT systems remain operational, liaising with external agencies as necessary.
7. Ensure efficient and effective operation of data centres and client access to its resources; and
8. Monitor the performance of the network and network services, identifying problem areas, recommending, and implementing improvements.

Major Task 4 - Deployment and replacement of ICT equipment

1. Work with relevant members of the management team to evaluate equipment that both provides value for money and performs the tasks required within budget.
2. Plan the delivery, configuration and deployment of ICT systems and replacement equipment.
3. Identify problems and faults when equipment fails.
4. Identify appropriate action to be taken as a result of equipment failure and, where appropriate, take/initiate such action; and
5. Ensure equipment is upgraded in accordance with LIPA Group policy and all warranties are maintained.

Major Task 5 - System software and applications

1. Evaluate core system software and applications.
2. Determine whether an application would be better provisioned via virtualised or standard installation.
3. Install, configure, and package software for deployment, ensuring compatibility with existing hardware and software is maintained; and
4. Assist employees and students with the basic usage of core software and applications.

Major Task 6 - User support

1. Provide first, second and, where appropriate, third line technical support for Group users, responding to escalated problems.
2. Provide third line support to the Business Systems Manager and liaise with them to ensure that the infrastructure relating to their systems is suitable and fit for purpose.
3. Advise and implement solutions to problems logged via the faults and requests system.
4. Ensure that fault and request logs are attended to within agreed time scales.
5. Identify and troubleshoot problems with all aspects of ICT systems, including network, communications, server and workstations and general problems with hardware and software; and
6. Provide knowledge transfer to others in the Group via documentation and demonstration. In addition, to identify any further specialist training that may be required to ensure business continuity.

Other duties

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

Changes outside this description will only be made after consultation with the object of reaching agreement, with the person concerned, and will be recorded on the individual's job description. If, however, after consultation, the person concerned is not in agreement with the proposed change, then they would be able to use the grievance procedure.

The postholder will also be expected to complete common duties expected of all LIPA staff.

Location

The job is located on the LIPA campus (split between sites in and around Upper Duke Street). From time to time the post holder may be required to work on different duties, at other locations as appropriate. In such instances, the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder will be considered.

Occasional out of office hours working will be required.

Hours

37.5 hrs per week, Monday – Friday, although some evening work may occasionally be required as may some weekend working.

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Person Specification

Group ICT Technician

Criteria	Essential or Desirable	To be identified by:
Education and Qualifications:		
A degree or equivalent qualification in ICT or similar relevant subject	E	Application Form
Appropriate Microsoft certification or equivalent	D	Application Form
Experience:		
Significant experience within a similar role in an educational setting (minimum 3 years)	E	Application Form and Interview
Supporting wide area routed networks	E	Application Form and Interview
Desktop hardware/software configuration	E	Application Form and Interview
Server hardware/software configuration	E	Application Form and Interview
Internet Information Server / PHP / MySQL / Apache	E	Application Form and Interview
Microsoft Exchange Server	E	Application Form and Interview
Windows Remote Desktop Services & Virtual Desktop Infrastructure	E	Application Form and Interview
Windows Server and Active Directory	E	Application Form and Interview
Server virtualisation platforms	E	Application Form and Interview
Software virtualisation (App-V / RemoteApp / VDI)	E	Application Form and Interview
Microsoft Office, including MS Teams administration	E	Application Form and Interview

Backup & disaster recovery planning	E	Application Form and Interview
Firewalls and proxy servers	E	Application Form and Interview
TCP/IP-based Ethernet network, DNS, WINS, DHCP, RADIUS, IPv4, IPv6	E	Application Form and Interview
Linux Operating Systems	D	Application Form and Interview
Microsoft SQL Server	E	Application Form and Interview
Windows Deployment Server (WDS)	E	Application Form and Interview
Experience of wireless networking technology.	E	Application Form and Interview
Azure Active Directory	E	Application Form and Interview
VoIP telephony and session border controllers	E	Application Form and Interview
Knowledge and Skills:		
Microsoft Development Skills (Scripting, PowerShell, .NET)	D	Application Form and Interview
Experience in assisting, capturing and documenting customer requirements	E	Application Form and Interview
Organised and methodical, with good project management skills	E	Application Form and Interview
Excellent oral and written communication skills, in particular the ability to communicate technical information to non-technical staff	E	Application Form and Interview
Ability to work well as part of a team.	E	Application Form and Interview
Ability to use own initiative and work autonomously.	E	Application Form and Interview
Ability to assimilate detailed information and identify key issues	E	Application Form and Interview
Ability to identify areas for improvement and identify possible solutions	E	Application Form and Interview
Ability to develop and maintain good working relationships at all levels	E	Application Form and Interview

Ability to exercise discretion and deal with confidential matters with sensitivity	E	Application Form and Interview
Personal qualities:		
Enthusiasm and flexibility	E	Interview
Tenacity	E	Interview
Proactive and 'can do' attitude	E	Interview
Attention to detail	E	Interview
Commitment		
To our Equality and Diversity policies	E	Application Form and Interview