

Job Description

ICT Technician



Role

The role of the 1st Line ICT technician is to provide a maintenance, installation, and support service to cover all ICT needs within Wolverley CE Secondary School. The post-holder will report to the Network Manager.

Key Tasks

Day to day tasks, as requested by the Network Manager

- To work alongside the schools Network Manager to continually develop the ICT infrastructure of the school.
- To support with Health & Safety related considerations linked to ICT systems i.e. PAT Testing.
- To support with the schools' compliances, such as GDPR.
- Ensure all equipment needed for teaching and learning is routinely maintained i.e. Printers, Projectors and associated AV equipment.

To maintain and upgrade hardware and software on school networks

- Ensure that all servers, computers and other ICT equipment is maintained in full working order, repairing or organising repair of defective items.
- Ensure that software is updated and installed as necessary and that appropriate licences are purchased.
- Install and configure new hardware and software when appropriate.
- Identify problems and find solutions either in-house or through external advice and services to keep all software and hardware fully operational.
- To provide technical support for users of the school's Management Information System and other administrative software.
- Maintain an accurate inventory of all computer equipment.

To lead on the maintenance and technical aspect of the school's website

- Ensure that the school website is up to date from a technical aspect i.e. SSL Certificates, SLA support agreements and making sure we are using the features available as well as possible
- Work closely with the internal social media manager to make sure the website remains current and up to date. Assisting with any technical requests including but not limited to
 - New page structure creation
 - Style sheets
 - Formatting of HTML aspects
- Assist with the annual Ofsted checklist

To advise staff on the use of ICT

- Provide advice to the School Leadership Team and Governors on future development of ICT facilities and possible uses
- Provide advice and training to individual staff as required on specific issues (NB This does not include general training which is usually conducted off-site)
- Provide occasional specific training to groups of staff by negotiation with the Network Manager

To provide support for the wider community of the school including, but not limited to:

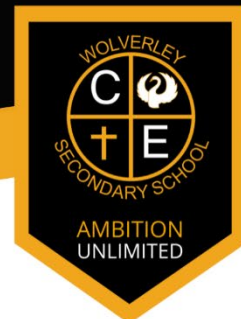
- Local primary schools
- Partner organisations
- Community users

Additional Responsibilities

This job description is not necessarily a comprehensive definition of the post. The post-holder is expected to carry out any other tasks that the Headteacher, Network Manager or senior staff may from time to time reasonably require. This job description allocates duties but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.

Person Specification

ICT Technician



Qualifications	Essential	Desirable
Obtained or working towards a relevant ICT qualification/apprenticeship. (CompTIA A+/N+, Microsoft MTA etc)		✓
English and Maths qualifications at GCSE grade C or equivalent.		✓
Skills/Technical Requirements		
Experience of working with Microsoft desktop/server operating systems.	✓	
Experience of core technologies, including but not limited to: Active Directory, DHCP, DNS, Group Policy and FSRM.		✓
Experience of firewall technologies & internet filtering. Preferably Smoothwall.		✓
Experience of Office 365, on premise Exchange and ADFS integration.		✓
Experience of server virtualization technologies such as Hyper-V, VMWare, Citrix (Preferably Microsoft Hyper-V).		✓
Working knowledge of various fundamental school services/technologies, for example: Wireless technologies, mobile device management, remote desktop services, cashless catering, CCTV systems and system backup technologies.		✓
Experience maintaining a print management solution, preferably PaperCut.		✓
Experience maintaining an MIS system (preferably in an education setting).		✓
Experience in maintaining a VOIP phone system (preferably Mitel).		✓
Knowledge and understanding		
Knowledge and understanding of issues facing schools and the ICT needs they create.		✓
Knowledge of issues related to the management of hardware and software applications including network software.	✓	
Understanding of the growing threat regarding ransomware, data breaches and security weaknesses that are faced in education.	✓	
Experience		
At least 1 years' experience working with a Windows network.	✓	
Advising and supplying information to key stakeholders.	✓	
Basic training to other staff in ICT applications.	✓	
Skills, abilities, attributes		
Willingness to support the Christian ethos and character of the school.	✓	
Good level of ICT skill in personal use.	✓	
Good written and oral communication skills.	✓	
Personal qualities which enable successful relationships to be built with students, colleagues, parents, governors.	✓	
Integrity, sound professional judgement, ability to maintain confidentiality and loyalty.	✓	
Drive, enthusiasm and willingness to initiate and contribute to new developments.	✓	
Willingness to participate in relevant training and development.	✓	
Willingness to operate as part of a team, carrying out tasks beyond the envisaged job description when occasion demands.	✓	
Ability to work under pressure.	✓	
A good sense of humour.	✓	