Sir John Leman High School

Senior IT Technician
Grade 4 (below the bar)
Scale Point – Grade 4 Point 9 - 12
Actual salary - £20,903 - £23,080

Level Description

All duties will be carried out within recognised procedures or guidelines.

The role may include ad hoc duties which require initiative.

There may be some need to interpret information or situations to solve problems.

There may be some need to use analytical, judgemental, creative and developmental skills.

Manager will be available for direction as required.

Responsible to

Network Manager

Responsible for

IT Technicians
Duties as required to support the IT support functions within the school.

Job Description

Typical duties will include but are not limited to:-

- Line management and support of the IT technicians
- Offering support to students, staff members and visitors in relation to the IT support functions within the school.
- Investigating faults, diagnosing and repairing hardware and software faults, sourcing parts and technical support as required.
- Hardware and software installations/upgrades
- Creating and updating user guides as necessary
- Assisting with technical and software queries raised by staff and students
- Creating user areas and passwords for new staff and students and deletion of old accounts
- Maintaining stock levels of consumables and ordering as necessary
- Maintaining the school's IT inventory

- To assist with project managing IT projects, ensuring value for money, delivery to reasonable time and specification and to ensure that SLT are regularly kept informed of progress
- Maintaining accurate records of IT equipment throughout the school including hardware inventory
- Some flexibility will be required for supporting after school events on an ad hoc basis
- Organisation of IT office
- To troubleshoot and manage the school's virtualised infrastructure, network switches, wireless access points, and all other physical aspects of IT infrastructure
- To monitor the network, or other aspects of IT infrastructure, and its efficiency
- IT capacity and contingency planning – ensure that plans are in place to support the future IT needs of the school and operation in the case of foreseeable problems
- Produce timely management reports - e.g. helpdesk tickets, time to resolution, general progress against deadlines
- To suggest, design, cost and implement new systems as required
- Responsibility for ensuring that the backup of systems and disaster recovery plans being in place
- Run regular diagnostic testing on the system to ensure it runs at its optimum
- To handle information available with the utmost respect for confidentiality
- Ensure all IT infrastructure is labelled clearly to facilitate quick and effect action when issues occur
- Other IT support duties, commensurate with grade

Person Specification

- Demonstrable experience in trouble shooting IT issues, with a keenness to learn and increase knowledge
- Good levels of literacy and numeracy
- An understanding of school structure
- Ability to prioritise and meet deadlines
- Ability to work on own initiative and as part of a team
- High levels of accuracy
- High levels of self-motivation and a positive approach
- Good sense of humour
- Previous experience of line managing staff