JOB DESCRIPTION

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| JOB TITLE | IT Technician |
| PUBLICATION DATE | 22/09/2022 |
| POSTHOLDER’S SIGNATURE |  |
| AUTHORISING OFFICER’S SIGNATURE |  |
| REVIEWER |  |
| REVIEW DATE |  |
| STATUS |  |
| SALARY | H3-5 |

**Responsible to: Network Manager**

### Purpose of Your Post:

The ICT team provides a comprehensive support service to teachers and other support staff in the school. While not required to tutor pupils directly, the team has a marked effect on pupil learning by influencing the context in which learning takes place. This influence extends to parents and the general public for whom members of the team are often the first point of contact.

The ICT Technician’s role is to support the network manager in monitoring, managing and planning for changes in the school’s ICT resource for safe, effective use by pupils and staff and to provide technical support in line with the school’s ICT support service definition.

You will also be responsible for keeping appropriate records and for monitoring and assisting in the management of the school’s ICT support service. While not required to tutor pupils directly, you will nevertheless have an effect on pupil learning by influencing the context in which learning takes place. You will be subject to the same safeguarding checks as any member of staff with direct contact with students.

It is a responsibility of all staff to safeguard the welfare and rights both of students and colleagues. Staff should be conscious of their actions and their words and the impression and impact this may have. At Nobel we show respect to all regardless of gender, race, ethnicity, religion, orientation or age.

### Shared Responsibilities of the Team

1. Help ensure the smooth running of the school.
2. Play a full part in shadowing each other’s role so that, in the event of staff absence and at times of pressure, roles can be interchanged flexibly.
3. Make constructive suggestions for improvement in administration and other procedures that are conducive to efficient and effective operation and supportive of the core purpose of the school (pupil learning).
4. Support other members of the team in the fulfilment of their responsibilities.

**Particular Duties**

* Monitor the school’s ICT facilities daily to look for problems.
* Carry out all necessary network management routines and record-keeping.
* Set up hardware and perform basic checking of devices.
* Maintain, upgrade and repair a wide range of devices and peripherals; install complete applications.
* Detect, diagnose and resolve PC, peripheral and application errors.
* Perform diagnostic procedures on PCs, peripherals and applications.
* Advise on compatibility of hardware, applications and operating systems, according to user requirements.
* Install and set basic configuration options for equipment such as switches.
* Maintain software of the servers; set disk space and printer quotas; create network shares and manage access rights; monitor system logs.
* Implement virus protection and security procedures, including data protection policies on devices.
* Prioritise resolution of problems and determine whether external support is required.
* Work with reprographics staff to resolve issues with printers and copiers around the school.
* Support teaching staff during lesson times where necessary.
* Run infrastructure within rooms, such as ethernet cabling, if new or replacement ones are required.

Whilst training will be provided as required, we are looking for the following skills:

**Essential**

* Good understanding of Windows operating systems and common software
* Good understanding of Microsoft Office products
* Good problem-solving skills
* Willingness to learn
* Able to work as part of a team

**Desirable**

* Basic familiarity with active directory
* Administrative experience of Microsoft 365
* Understanding of the concepts of virtualisation
* Experience with deploying software
* Experience with group policy
* Experience configuring layer 2 switches
* Experience with iOS and macOS

#### Conditions of Employment

The Conditions of Employment for support staff are set out in the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service.

**Notes**

The post is full time, 37 hours per week, 52 weeks a year. The precise times worked are subject to agreement with the Headteacher.

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| Current working hours: | 8.00 – 16.00 (30 minutes for lunch) |
|  | 8.00 – 15.30 Friday |