Name:

Job Description: Senior ICT Technician

Grade: BCAT 7

Employed for: Full Time – 37 hours per week.

Hours: 08.00 – 16.00 Mon – Thurs, 08.00 – 15.30 Fri (to include 30 minutes unpaid lunch break.)

Professional Relationships:

Responsible to: Trust ICT Strategy and Project Manager

Responsible for:

Purpose: To provide an outstanding 1st and 2nd Line ICT and A/V support service to the school community to ensure effective and efficient use of technology in the teaching, learning, and administrative objectives of the school. This will include support of all users, maintenance of client-side equipment, the daily management requirements of ICT services, and deployment of software. The Senior ICT Technician will also assist the Trust ICT Management Team in relation to 3rd Line support and network management within the school as required.

This role may require deployment at all schools within the Trust.

<u>Person Specification</u>

Essential Skills

- Excellent customer service skills. Have a positive and proactive attitude.
- Previous experience working in a technical support role.
- Ability to work under pressure in a very busy environment and be flexible to changing priorities.
- Good organisational skills to ensure an ordered environment and effective departmental service.
- Good communication skills, both written and verbal.
- Extensive knowledge of a range of technologies, including PC hardware (desktop and laptop), Audio/Visual, associated peripherals, Operating Systems, and general software. Ability to perform maintenance and upgrade tasks on equipment with skill and safety.
- Have a solid understanding of client/server networks, particularly Microsoft Server-based infrastructures.
- Ability and desire to quickly gain and apply new knowledge.

- Previous exposure to Active Directory and Group Policy Objects.
- To have a good knowledge of different software packages (e.g. Microsoft Office), and adapt quickly to new software. Ability to identify any potential incompatibilities and provide resolutions.
- Understand the need to "follow through" a task to ensure that end users are fully supported.
- Be able to work as part of a team, and on own initiative when the job requires within school policy.
- Be prepared to seek support when an unknown situation arises to ensure good service is provided to end users.

Desirable skills

- Experience of working in an education establishment.
- Experience of Microsoft 365 services – including Entra ID, Teams, and SharePoint.
- Experience of managing centralised software deployment, MSI technology, and Microsoft network products.
- Experience of working with virtualisation solutions – Microsoft Hyper-V preferable.

ACCOUNTABILITY	EXAMPLES OF INDICATIVE TASKS
Teaching and Learning / Administrative Support To provide support and training to staff, students, and other stakeholders, with the use of all ICT equipment, software and services, e.g. PCs, laptops, IWBs, peripherals, curriculum software and network services. Ensure that the teaching, learning, and administrative aims of the school can be delivered effectively and in an efficient manner using technology as appropriate.	• Support staff and students in the effective and efficient use of PCs/Laptops and software. • To provide problem resolution and ad-hoc training as required. • Assist staff in the use of IWBs and projectors. Ensure that the equipment is in working order and ready for immediate use to enable staff to deliver lessons without issue. • To respond as a high priority to any report of issues having an immediate impact on teaching and learning. • Ensure that the peripheral devices associated with ICT are available and working to ensure minimum disruption.
Hardware and Software Support To ensure all hardware and software is fully functioning and is available for use by staff and students. To complete installation, upgrade, and maintenance tasks on hardware and software in a timely manner to ensure availability and fitness for purpose.	• Installation and upgrading of hardware, including provisioning onto Active Directory network and imaging as appropriate. • Perform diagnostic testing of faults and resolve if possible. • Installation of software either using MSI packages/centralised deployment, or local installation as appropriate.

	• To diagnose problems with software titles and implement or suggest a solution as soon as possible to limit disruption to the end user. • Organise hardware support calls with the manufacturer of faulty equipment as required. Liaise with on-site engineers, or organise return by courier, as appropriate. • To refer any unresolved issues, damage or concerns to the Trust ICT Strategy Manager immediately.
<u>Network Services Support</u> To ensure that network services and resources are available to users, and are operating correctly and in a timely manner. To ensure the security of data is upheld to conform with Data Protection and Safeguarding requirements. Ensuring correct access permissions are allocated.	• Utilise the Network Monitoring System to proactively respond to any warnings or failures reported. • Resolve connectivity issues with client devices and network-enabled peripherals. • Ensure all servers are operational with no critical service failures. Resolve these where possible, or escalate to the Trust ICT Strategy Manager immediately. • To complete administration and basic development tasks on Microsoft Teams and SharePoint. • Create new user accounts and associated resources as required and assign the appropriate group memberships and permissions. • Ensure the Network & Data Backup system is functioning correctly and perform routine maintenance tasks. Restore user data as required. • Ensure Anti-Virus is installed and updated on all clients via central management. Ensure all reports of virus detection are investigated and resolved as soon as possible. • To test software products proposed for deployment for network compatibility. • Provide support to users in the use of telephone system.
<u>Audio/Visual Support</u> Ensure that the data projectors and IWBs are functioning correctly throughout the school to minimum disruption to lessons. To organise, supply and support equipment	• Ensure all projectors, amplifiers/speakers, and Interactive Whiteboards are in working order, and respond to requests for support as appropriate to ensure successful lesson delivery. • Provide and support staff with A/V equipment when requested for Assemblies, presentations, etc.

requested by staff for assemblies, performances, training, etc. Ensure staff are confident in the equipment usage, and be available to ensure that there is no delay due to technology related issues.	• Train staff in the use of the A/V equipment in their classroom as required. • Ensure the Digital Signage system and displays are in good working order.
ICT Support Administration Ensure the ICT Support Department can function effectively by engaging in responsible administration of the roles and responsibilities of the post. Ensure that requests and noted issues are dealt with in a timely and manner as appropriate to agreed service levels and priorities.	• Ensure that current issues and tasks are appropriately logged and noted. Ensure the all ICT Support staff have easy access to these records. • Monitor and respond to ICT Helpdesk reports. Keep open reports regularly updated. • Perform re-images of client workstations on a rolling rota, and ensure classroom A/V equipment is audited prior to the start of term. • Enter all new or relocated equipment on the ICT Equipment Audit. Ensure this is accurate at all times and Serial Numbers recorded. • Ensure all new equipment is appropriately security marked before deployment. • Prepare and organise the appropriate disposal of redundant ICT equipment in line with environmental requirements. Ensure devices containing data are removed and disposed of using licensed services. • Ensure the ICT Support Office is kept tidy and consumables are effectively organised and stored. • Ensure the number of client installation for products on limited licenses are recorded to ensure legal license compliance. Do not install more copies than licensed. Inform the Trust ICT Strategy Manager of any licensing concerns. • Manage the ICT Consumable Stock Control for items such as printer consumables and projector bulbs. Inform the ICT Strategy Manager when stock levels are running low. • Provide the Reprographics Technician with monthly reports on MFD usage and Departmental toner charges. • Prepare order forms as required and submit to the Trust ICT Strategy Manager for authorisation.

	• Complete and file any necessary paperwork regarding asset management, ordering, or other departmental documentation. Ensure confidential information is shredded.
Miscellaneous	• Liaise with external contractors and outside agencies as required or directed by the Trust ICT Strategy Manager. • Assist the Trust ICT Strategy Manager with regards to 3rd Line support and network management/development as required. • Occasionally additional hours during evenings providing ICT Support at events such as Open Evenings and Awards Evenings will be required; time off in lieu for the additional hours will be provided. This will be agreed in advance with the school. • Bring to the Trust ICT Strategy Manager's attention any matter that could have a bearing on the provision of excellence in ICT within the school. • Staff are expected to dress in a professional and business-like manner. It is expected that male staff wear a suit and tie and that female staff wear business/professional dress. On non-uniform days, staff development days, and outside of Term Time, the dress code is smart-casual.

- To assess development and training needs and discuss with line manager.
- To set your own targets before any development activity and review and evaluate the activity after completion, cascading information to the appropriate team when relevant.
- To keep personal records of all staff development activities in which you are/have been involved.

To carry out as requested from time to time any other relevant duties as may be reasonably required by the Executive Headteacher.

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition, it may be amended at any time after consultation with you.

Two copies of this job description should be signed, the post holder retaining one and the Executive Headteacher the other.

Signed: …….. Date: ……