# OAKLANDS SCHOOL

## JOB DESCRIPTION – SENIOR ICT TECHNICIAN

**REPORTING TO:**        IT Manager

**RESPONSIBLE FOR:**     ICT Technicians

**WORKING HOURS:**      35 hours a week, Full time, All Year Round

**SALARY:**             Scale 6 Points 18-20 (£29,544 – £30,618 per annum)

### JOB PURPOSE

To provide technical support for the IT network in order to ensure an excellent learning resource for students and staff and an effective information system across the School.

The successful candidate will be an excellent, dynamic and enthusiastic individual. The post will include key responsibilities for maintaining effective service delivery standards, maintaining equipment and providing first and second line support to our students and staff. There is a requirement to be customer-focused and able to work within a team. The post requires a "hands-on" person with excellent technical and communication skills, with a good practical knowledge of Servers and Microsoft and Adobe applications. A good working knowledge of Google Classroom and Google Admin would also be advantageous.

### MAIN RESPONSIBILITIES

Responsibilities will include, but are not limited to:

- Providing IT support to the school, ensuring minimal disruption to normal running.

- Installation and deployment of workstations, laptops and other IT equipment – including phones (iPECS) and printers (Xerox, Ricoh).

- To have overall responsibility for ensuring that all printers and photocopiers are maintained (third-party callout) and that toner stock levels are monitored.

- To assist staff in configuring workstations/systems to ensure these run effectively.

- Initial troubleshooting contact for server-side issues, digital signage, antivirus compliance, MIS installation, cashless catering (Cunninghams CC), CCTV and building access card entry system (Inventry).

- Administer user accounts in Active Directory and have overall responsibility for ensuring users have the correct Active Directory group membership.

- Troubleshooting of software installed on Windows Server's (2012 &2019) laptops/desktops within a Windows Domain environment.

- To provide in-depth 1st/2nd line support on various software packages for staff and students.

- To have overall responsibility for ensuring a full IT Audit is carried out, and that the asset database (Parago) is kept up-to-date and in compliance with Audit regulations.

- Respond to requests received via the school IT Helpdesk either in-person or remotely, and delegating certain requests to IT Technician(s)/IT Apprentice(s) where appropriate.

- Ensure basic safety checks are carried out on equipment.

- Basic experience of using AV equipment.

- Support and use suitable knowledge sharing systems for the technical team.

- On occasion, you may be asked to cover for the Network Manager if absent.  You will also be secondary nominated contact for the London Grid for Learning and have input into the schools e-safety policies with particular emphasis on network and Internet security.

- To provide essential administrative duties across the entire School in the absence of the Network Manager.

- Contribute to the overall security of the ICT network for the School.

- To lead on projects as required including efficient use of resources.

- To undertake development work to enhance existing systems or to assist in the preparation of new solutions.

- The post-holder will assist in the training of staff to make use of new IT facilities.

- To have overall responsibility for Line Managing IT Apprentice(s)/IT Technician(s).

**OTHER DUTIES**

- To carry out any other duties commensurate with the grading of the post as requested, in the most effective, efficient and economic manner available.

- To attend full staff, departmental and other meetings with staff working groups as requested.

- Participate in training and other learning activities and performance management and development as required.

- To comply with Health and safety responsibilities as part of performing the role

- To have an understanding of the challenges and opportunities that relate to the changing needs of a maintained secondary school.

- Contribute to the overall ethos, work and aims of the School.

- Equal Opportunities: Be aware of and support difference and ensure equal opportunities for all.

- Support: Appreciate and support the role of other professionals.

**General:**

This job description is not necessarily a comprehensive definition of the post. It may, from time to time, be subject to modification or amendment in consultation with the holder of the post and other relevant parties.

Oaklands School is committed to safeguarding and promoting the welfare of children and young people. The successful candidate must be able to satisfy an enhanced police/Security Disclosures Barring Service (DBS) check.

# OAKLANDS SCHOOL

## PERSON SPECIFICATION

## SENIOR ICT TECHNICIAN

**Qualifications & Experience**
1. A recognised qualification in PC Maintenance and ICT Systems.

2. Good GCSEs/GCE O Levels as a minimum including English and Maths.

3. Up to date knowledge of ICT, equipment, hardware and software applications.

4. Theoretical knowledge of ICT management techniques and practices.

5. Knowledge of Health and Safety in relation to the use of ICT equipment.

6. Proven experience in an IT/Desktop support role using Windows 10 operating systems in a networked environment.

7. Problem-solving skills.

8. Excellent verbal and written communication skills.

9. Experience of using Active Directory, Group Policy, Print Management & DNS.

10. Experience of running Backups/Restores, and Antivirus software administration.

11. Knowledge of Microsoft Office Applications, Adobe Creative Cloud and other software packages.

**Skills**
12. In working calmly, carefully and quickly under pressure.

13. Excellent written and verbal communication skills: able to communicate effectively, courteously and clearly with a range of staff, students and other third parties.

14. Demonstrable ICT skills and ability to use them as part of the learning process.

15. Problem solving and analytical skills.

16. The ability to form and maintain appropriate relationships and personal boundaries with staff, children and young people.

17. Organisational skills, good time management skills and the ability to work under pressure and meet deadlines.

**General Commitment**

18. Willingness to conform to the School's aim and policies

19. Flexibility in approach to deal with emergency situations

20. Awareness and understanding of Safeguarding and Child Protection issues

21. Awareness of Health & Safety and Equality of Opportunity in the workplace

22. Demonstrate to the satisfaction of the interviewing panel a personal commitment to produce work of the highest quality in a manner to assist the teaching staff to obtain the highest standards of individual pupil achievement regardless of gender, race or class

Sep 2021