



## The King's School Job Description

### SENIOR ICT TECHNICIAN

<b>Purpose:</b>	To support the IT services department delivering ICT support to both staff and students. The design, documentation, installation and maintenance of ICT and associated equipment across the whole school, deputising for the Network Manager when required and contributing to the strategic planning and compliance with industry standards and requirements including ITIL and the school's cyber security needs.
<b>Reporting to:</b>	Network Manager
<b>Liaising with:</b>	ICT Technicians, staff and students
<b>Working time:</b>	37 hours per week, 52 weeks per year 08:30-16:30 Monday to Thursday, 08:30-16:00 Friday
<b>Salary/grade:</b>	Support Staff Grade E10 – E14 £27,516-£30,948 For Exceptional Performance in Role up to £33,954
<b>Disclosure level:</b>	Enhanced
<b>Support students by:</b>	<ul style="list-style-type: none"> <li>▪ Resetting passwords.</li> <li>▪ Recovering data.</li> <li>▪ Within the classroom, helping in assessing the needs of students and using knowledge and skills to support students' learning.</li> <li>▪ Establishing productive working relationships with students, acting as a role model, and setting high expectations for behaviour and learning.</li> <li>▪ Promoting the inclusion and acceptance of all students within the classroom.</li> <li>▪ Supporting students whilst recognising and responding to their individual needs.</li> <li>▪ Reporting any inappropriate use of IT and assisting with any appropriate preventative measures.</li> </ul>
<b>Support the curriculum by:</b>	<ul style="list-style-type: none"> <li>▪ Ensuring equipment in classrooms is functional, fit for purpose and safe.</li> <li>▪ Maintaining software and hardware available to both teachers and students.</li> <li>▪ Identifying and modifying systems to improve the learning experience.</li> <li>▪ Identifying needs of departments, when to remove/replace/renew hardware/software e.g., identifying when software is no longer secure/supported.</li> <li>▪ Demonstrating the use of deployed IT and technology to staff and students with the ultimate objective of staff being able to undertake their job function without support.</li> </ul>
<b>Support teachers by:</b>	<ul style="list-style-type: none"> <li>▪ Helping in the organising and managing of an appropriate learning environment and resources.</li> <li>▪ Developing safe working practices in relation to the use of IT.</li> <li>▪ Delivering and maintaining ITIL levels of support.</li> <li>▪ Researching or writing training resources for teaching staff and storing/sharing on appropriate platforms.</li> </ul>



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### Operational ICT duties:

- Assisting with the day-to-day maintenance of computers, projectors, and any other hardware.
- Installing and setting configuration options for equipment such as switches and routers and installing software and on-server, trouble-shooting installation identifying application compatibility issues.
- Identifying failing systems and assisting in their resolution.
- Assisting with the installation of equipment; including, but not limited to, screens, projectors, computers, tablets network cabling and printers.
- Ensuring that the installation of fixed equipment is safe and to proactively identify unsafe equipment and/or installation and take remedial action if necessary.
- Ensuring an up-to-date inventory is maintained.
- Being responsible for and undertaking an annual audit of ICT equipment.
- Taking responsibility for professional development, continually keeping updated about new initiatives in educational IT and assisting the Network Manager with procurement; liaising with suppliers to obtain best value for money.
- Being responsible for undertaking half termly server updates and backup schedules.
- Being responsible for managing the Vlan infrastructure on the switches and support the Network Manager with the network infrastructure, with configuration planning and troubleshooting activities with cabling, switching and wireless configurations.
- Supporting the Network Manager with server software and hardware, supporting design and procurement.
- Supporting the Network Manager with the school's next generation firewall and its associated dependencies such as filtering, logging, and authentication services.
- Supporting the Network Manager with testing the continuous development of disaster recovery processes and procedures (playbooks).
- Ensuring the correct disposal of irreparable and redundant electrical equipment and ensuring that the school meets its recycling duties in line with current regulations.
- Being responsible for managing the school's telephone systems (mobile and static), securing and performing the appropriate administrative tasks around both systems.
- Being responsible for managing the Wireless BYOD systems and processes and the administrative tasks associated with them.
- Developing and maintaining Intune to manage school devices.
- Contributing to documentation of ICT software, systems and infrastructure, ensuring it is up-to-date and complete.
- Assisting with Microsoft Office 365 application development in SharePoint and Teams and being responsible for the SharePoint site structure on the tenancy.
- Assisting in development and management of cyber security systems for the school and contributing to the administrative processes (e.g., documentation and maintenance of said documentation) to maintain a strong cyber security posture.
- Ensuring deployed IT equipment (e.g., desktops, screens) are deployed tidily and safely with appropriate cable containment to present a tidy desk and avoid trip hazards, for example.
- Working as part of the team to plan and distribute resources for learning (e.g., delivering laptops to classrooms).
- Management of both Entra and active directory.
- Management and development of cloud services and storage such as AWS and Azure.



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<b>Support the school by:</b>	<ul style="list-style-type: none"> <li>▪ Being aware of and supporting differences and ensuring all students have equal access to opportunities to learn and develop.</li> <li>▪ Engaging in a security focused approach, following regulation, procedures, processes and practices to ensure school data and systems is both accessed by both the appropriate people (e.g., access control lists) and available (e.g., not locked out by ransomware).</li> <li>▪ Ensuring the school's legal responsibilities are adhered to; including, but not limited to, GDPR requirements.</li> <li>▪ Establishing constructive relationships and communicating with other agencies/professionals, in liaison with the teacher, to support achievement and progress of students.</li> <li>▪ Recognising own strengths and areas of expertise and using these to support others.</li> <li>▪ Taking a forward role in the production and/or maintenance of processes, procedures, and teaching to attain NCSC's cyber essentials and cyberfirst school's accreditation programs.</li> <li>▪ Providing backup support for the filtering and administration systems (including procurement) in the absence of the Network Manager.</li> </ul>
<b>Staffing and Staff Development:</b>	<ul style="list-style-type: none"> <li>▪ To take part in the school's staff development programme by participating in arrangements for further training and professional development.</li> <li>▪ To continue personal development in the relevant areas.</li> <li>▪ To engage actively in the appraisal process.</li> <li>▪ To work as a member of a designated team and to contribute positively to effective working relations within the school.</li> </ul>
<b>Other specific duties:</b>	<ul style="list-style-type: none"> <li>▪ To play a full part in the life of the school community, support its distinctive mission and ethos and encourage staff and students to follow this example.</li> <li>▪ To provide a level of sustained and substantial contribution to all aspects of the school commensurate with experience and pay grade.</li> <li>▪ To promote actively the school's corporate policies.</li> <li>▪ To continue personal development as agreed.</li> <li>▪ To comply with the school's Health and Safety policy and undertake risk assessments as appropriate.</li> </ul> <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p>
<p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.</p> <p>The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.</p>	
<p>This job description is current at the date shown but, following consultation with you, may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title. When applying for the role, it is important that you refer to the school's <b>Safeguarding and Child Protection Policy</b> and the <b>DBS Disclosure Policy</b>, which can be found on our website (About Us – Policy Documents). <b>We are committed to safeguarding the welfare of students, so all staff are enhanced DBS checked.</b></p>	