United Endeavour Trust

September 2021

**JOB DESCRIPTION – SENIOR ICT TECHNICIAN**

**Name:**

**POST GRADE/SALARY:** Grade 7

**1.0** **JOB TITLE AND PURPOSE:** **SENIOR ICT TECHNICIAN**

To support the school’s computer systems, applications and associated software, and to advise and support on the implementation of system developments.

**2.0 WORKING HOURS**

37 hours per week – Whole Year

**3.0 LINE MANAGEMENT:**

**Responsible to:**  Head of IT

**4.0 DUTIES AND RESPONSIBILITIES:**

**4.1 Support for Pupils and Staff**

* Provide support and guidance to staff and students on the use of school’s ICT systems, including the interactive whiteboards.
* To provide adequate training and quality documentation for all systems.
* Support the digital transformation group and planning team – Microsoft Showcase School status.

**4.2 Support for Audio – Visual Systems**

* Maintain the schools AV systems
* Advice on the provision and us of AV equipment.
* Monitor and develop the use of the internet and intranet.

**4.3 Support for ICT Systems**

* Maintain Office 365 exchange mailboxes/user profiles – Sync with ADConnect in place.
* Manage and maintain MIS (SIMS.net) system – VM/Backup/Upgrades only (third party support).
* Manage, update and maintain school web site (WordPress) and Microsoft SharePoint Intranet (Teams integrated with third party support).
* Manage and have overall responsibility for:
* Software installations (SCCM and Intune co-management in place).
* Hardware maintenance
* Upgrades
* Fault diagnosis and repair
* Security measures and back up schedule (Microsoft Defender ATP/Veeam backup)
* Maintain an up to date inventory of all ICT equipment and software in the school
* Managing windows server vanilla education, wireless management controller, hpe switches and vlans, radius and Sophos filtering.
* Work with our Voice managed service company (managed service gamma based).
* Support the Managed Konica print fleet (automated toner dispatch) and Papercut solutions (managed service support).
* Support our JamfSchool MDM management of school iPads, app store and onboarding.

**4.2 Support for Resources and Systems**

* Supervise loans of ICT/AV equipment.
* Ensure all equipment is maintained and stored safely.
* Observe and report any damage or conditions of equipment which need attention.
* Remove any equipment which presents a health and safety risk.
* To keep abreast of, and conversant with, all relevant legislation, technological developments and techniques.

**PART TWO: PERSONAL AND PROFESSIONAL CONDUCT**

**5.0 A Senior ICT Technician is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct throughout their career.**

• A Senior ICT Technician upholds public trust in the profession and maintain high standards of ethics and behaviour, within and outside school, by:

* treating students with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to their professional position.
* having regard for the need to safeguard students’ well-being, in accordance with statutory provisions.
* showing tolerance of and respect for the rights of others.
* not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs.
* ensuring that personal beliefs are not expressed in ways which exploit students’ vulnerability or might lead them to break the law.

• A Senior ICT Technician must have proper and professional regard for the ethos, policies and practices of the academy in which they work, and maintain high standards in their own attendance and punctuality.

* A Senior ICT Technician must have an understanding of, and always act within, statutory frameworks.

**PART THREE: OTHER**

**6.0 Appraisal**

* To participate in arrangements agreed at United Endeavour Trust for the appraisal of his/her performance and the development identified.
	1. **Policies**
* To understand and comply with all school policies.
* To take all reasonable steps to ensure that Health and Safety requirements are observed, both on the academy premises and elsewhere
* With reference to the Trust’s Mental Health Policy, all staff have the responsibility to promote the mental health of staff, students and colleagues. Any member of staff who is concerned about the mental health or wellbeing of a student or member of staff should speak to the mental health lead in the first instance.

**6.2 General Terms**

* The above responsibilities are subject to the general provision of the appropriate conditions of service document and any other interpretation as discussed with the non-teaching association.
* All job descriptions are subject to change as the needs of the trust changes.
* All support staff will undertake any other reasonable duties within the overall function, commensurate with the grading level and responsibility of the role.

Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Post holder

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