

**THE CHERWELL SCHOOL**  
*Opportunity, Responsibility, Excellence*

**Senior IT Technician**

**Job Description**

Responsible to: ICT Network Manager

Salary Scale: Grade 9

Working Time: 37 hours per week; all year round  
Annual Leave; 29 days per annum (plus bank holidays)

**Job Purpose:**

The Senior IT Technician will be responsible for maintaining the school's IT infrastructure and security, as well as providing an excellent level of support to colleagues, students and parents.

**Key Responsibilities**

- Day to day management of Cherwell's core infrastructure, services and data to ensure the availability of a fully operational IT network throughout the school
- Provide second line support for more complex requests and issues, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required
- Assist the Network Manager with business-as-usual projects and to take a lead in resolving infrastructure related issues
- Act as the Network Manager in their absence

**General Tasks**

- Assist in managing the IT helpdesk system correctly and respond to requests
- Create and maintain documentation of all IT systems
- Give appropriate level of advice on compatibility of hardware and software
- Maintain the schools IT Asset register and carry out regular checks
- Manage the school's Google Workspace and Office 365 environments
- Building and testing software packages for deployment over the network
- Ensure IT changes are managed in a structured way and documented
- To keep abreast of developments in technology and their application for education
- Liaise effectively with staff to provide a solution to their requirements
- Perform advanced diagnosis of faults on computers, network hardware, peripherals and applications
- Train groups of staff as appropriate
- Assist in the design, implementation and management of a comprehensive Disaster Recovery Plan
- Liaise with vendors to discuss requirements and negotiate on purchases
- Development of scripts and processes to increase productivity within the IT Department

**Infrastructure**

- General management of all infrastructure (updates / patches, maintenance tasks, monitoring). This includes, but is not limited to:
  - Servers, both Virtual and Physical
  - Firewalls
  - Switches / Routers
  - Access Points

- Maintaining a high level of network security by monitoring new CVE's and applying patches when released
- Working with the network manager to design and implement new network infrastructure to meet the schools requirements
- Leading the commissioning and decommissioning of servers and services, as required
- Maintain the backup and disaster recovery processes of all systems

### **Mental Health and Wellbeing**

- To carry out safeguarding duties and promote children's wellbeing in accordance with school guidelines
- To work with the Senior Leadership Team (SLT) in setting a culture within the school that supports the mental health and wellbeing of all members of the community as described in the school's Mental Health and Wellbeing Policy
- Develop effective professional relationships with colleagues, knowing how and when to draw on advice and specialist support

### **Whole School Duties**

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- To contribute to the overall ethos/work ethic of the school
- To seek to develop the values of democracy, the rule of law, individual liberty and mutual respect and tolerance of those with different faiths and beliefs within the school community
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and appraisal as required
- To contribute fully to the school's safeguarding policy and procedures and attend regular safeguarding training

### **Notes:**

- While every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified
- 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

The Cherwell School and the River Learning Trust are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.

*October 2021*