Benchmark Job Profile

Job Title: Senior ICT Technician

Grade: 5

Hours 36 Hours per week

Salary £24,462 to £25,809 points 12-15

School: Redden Court School

Reports to: ICT Support Manager

Job Purpose and Context:-

The Senior ICT Technician is responsible for assisting the ICT Support Manager in the effective and efficient day-to-day functioning of the school's ICT systems, comprising 13 VM servers, 350 client stations, up to 1000 Chromebooks, and extensive online resources for approximately 1100 users. Effective management of these resources is necessary in order to enable staff to deliver a high quality of teaching for students to allow them to achieve their full potential.

Roles and Responsibilities:-

1. **Network**
   1. To assist in managing the Windows Server 2016 virtualisation network and Meru/Aruba Wifi systems.
   2. To assist in managing and developing the school's internal systems, including Telephone systems, Access Control Systems, CCTV and the schools MIS (FMS/SIMS).
   3. To assist in managing application installation for domain clients and Gsuite managed devices.
   4. To help manage users accounts within the schools internal domain and GSuite domains.
   5. To assist in managing access to, and user accounts for, the schools online resources.
   6. To maintain, repair and extend network cabling as necessary.
   7. To ensure server storage is used effectively and backups are maintained.
   8. To be able to activate the school's ICT disaster recovery & contingency plan as required.
   9. To manage print server user accounts and printers.
   10. To assist in managing and maintaining network switches and firewalls. Including vlan configurations and Wifi access points

2. Hardware

1. To maintain an inventory of all the schools ICT assets and update as required.
2. To arrange for the safe and appropriate disposal of hardware that is no longer needed.
3. To set up, test and install new computers.
4. Diagnose and repair hardware faults on computers, chromebooks, printers, projectors, monitors and other ancillary ICT equipment.
5. Maintain repair logs for school equipment and BYOD student chromebooks.
6. To manage printers and photocopiers including changing toner, troubleshooting paper jams and printer queues.
7. To liaise with suppliers & service providers regarding hardware and software problems and to maintain records/logs as appropriate.
8. Install and maintain AV equipment.
9. To research and procure ICT equipment, software and services as directed by the ICT Support Manager.

3. Software

1. To give advice and support in using Microsoft Office suite and GSuite Apps to staff and students.
2. To assist in maintaining application software on the internal network and GSuite domain.
3. To maintain effective network security, including regular virus detection and updates.
4. To maintain all software licences and maintains records as required.
5. To act as the first/second line in troubleshooting computers and server systems.

4. General

1. To take appropriate action to identify, evaluate, minimise and manage any risks to health, safety and security in the immediate working environment.
2. To undertake one-off projects as defined by the ICT Support Manager and /or the requirements of the school.
3. To complete school based induction and undertake staff training required to improve performance.
4. To participate in the school's appraisal system.
5. To provide support and advice to staff to assist in developing their own technical capabilities and knowledge as required.
6. To use personal ICT skills to support the administrative requirements of the post.
7. To provide updates and reports to the SLT about ICT developments as required.

Notes:
1. The school expects its staff to work flexibly within the framework of the duties and responsibilities specified above. This means that the post holder may be expected to

carry out work that it not specified in the job description but which is within the remit of the duties and responsibilities.

2. This is job description will be subject to review with the post holder after one year and may then be reviewed from time to time

Senior ICT Technician
Benchmark Person Specification

Skills and Abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	☐		Application & interview
Ability to manage the work and outcomes of other people	☐		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	☐		Application & interview
Ability to communicate and interact effectively with adults and children and young people	☐		Application & interview
Ability to write effectively for a variety of different audiences	☐		Application and interview
The ability to manage budgets within the financial regulations of the school	☐		Application and interview
The ability to assess and plan for training needs in a rapidly changing environment	☐		Application and interview
The ability to plan and implement disaster recovery policy and procedures and maintain continuity of a quality service	☐		Application and interview
Knowledge			
A detailed and in-depth understanding of ICT specific health, safety and security issues in schools	☐		Interview
Know-how to monitor and review the school's statutory ICT related responsibilities	☐		Application and interview
A detailed and in-depth understanding of the application of ICT to teaching and learning and the management of the school		☐	Application and interview
An understanding of procurement and contracts monitoring in schools		☐	Application and interview
Qualifications and Experience			
Certification to support expert user status in IT networking and hardware/software	☐		Application

GCSE at level A – C in English and mathematics or equivalent	☐		Application
Between 3 and 5 years' experience in an ICT support or technician function	☐		Application
Evidence of willingness and motivation to develop own skills and abilities through continuing professional development	☐		Application & interview
Experience in provision of online resources.		☐	Application & interview
Experience of GSuite domain management		☐	Application & interview