ICT Systems Technician

JOB DESCRIPTION & PERSONAL SPECIFICATION

JOB TITLE: **ICT Systems Technician**

SALARY: Elutec salary range C - £25,000 - £29,500 dependant on
                          qualifications and experience.

HOURS: Staff work hours - 8:20 am until 5:10 pm Monday to Thursday with a
                          4:10 pm finish on Friday.

REPORTING TO: **Vice Principal**

PURPOSE

Introduction:-
We are looking for an experienced and enthusiastic person to support all technical aspects of curriculum and administrative ICT within the school.

To support learning by:
1. Playing a key role in supporting ICT throughout the school.
2. Managing the school's ICT systems, services and resources and ensure the integrity of all school data.
3. Developing and implementing a shared vision with school management as to how ICT resources can enhance both teaching and learning and management activities.
4. Oversight of all network, server and wireless infrastructure upgrade projects.
5. Liaise with our ICT Consultants and other 3rd party companies to ensure the school keeps up to date with changes in technology and investigate how these technologies might be used to support learning.

MAIN DUTIES AND RESPONSIBILITIES
Support for leadership and management
1. To provide advice on the management of ICT infrastructure and equipment across the school and ensuring that resources meet the school's curriculum and administration needs.
2. To support the development, implementation and maintenance of the school's ICT policy and procedures in consultation with their line manager.
3. To liaise with the bursar for the procurement of all ICT hardware and software for the school, ensuring compliance with the School's Finance Policy.
4. Keeping a log of all technical faults and repairs.

Systems and Services

1. To manage, develop and document the curriculum and administrative ICT systems within the school: servers, hardware, operating systems, network infrastructure and software applications.
2. To have knowledge and understanding of Health & Safety, software; licensing, data protection and other legislation that relates to ICT.
3. To test and evaluate new ICT systems (software and hardware) and make product recommendations to school management in line with ICT strategies as required.
4. To co-ordinate the configuration of new and existing hardware and software.
5. To co-ordinate the regular and systematic routine maintenance of servers, workstations and network infrastructure so as to maximise their life expectancy, functionality, security and ensure Health and Safety standards are met.
6. To ensure the regular & systematic backup of data and recovery of systems data.
7. To ensure that the school's computer networks are secure and protected.
8. To investigate reported faults, maintain records of faults and the undertaking of minor repair work where appropriate or operate agreed procedures should third party repair be required.
9. To manage Internet and email provision including the firewall.
10. In conjunction with the MIS Service Provider, ensure that the school's MIS system is operating securely and efficiently.
11. To assist in the development of the school's managed learning environment, intranet and website, overseeing the technical management of these systems.
12. To be responsible for the administration and maintenance of Digital Signage systems.
13. To manage the maintenance and installation of all interactive whiteboard systems within the school and associated hardware and services.
14. To ensure that the school's hardware and software comply with relevant legislation and regulations.
15. To ensure the operating systems installed are protected through the use of suitable anti-virus software and operating system patches.
16. To provide training and support in the effective use of relevant hardware and software in use within the school.
17. Other duties as pursuant to the role.

Resources
1. To ensure that all ICT assets are appropriately recorded and accounted for on the asset register including software licences and all tangible assets are security marked.
2. To oversee the installation of all computing and networking equipment.

External liaison and Work scheduling:
1. Liaise with 3rd party companies for works relating to ICT, ensuring technical specifications are compiled.
2. Manage and direct actions and work of suppliers relating to ICT and/or associated works inside and outside warranty periods.
3. In conjunction with school management, sensitively and logically schedule all ICT associated work to ensure minimum disruption to network services.
4. Ensuring the work of all external providers is carried out to an agreed high standard.

PERSONAL SPECIFICATION

Qualifications & Experience

1. Experience of working in ICT support for a school environment is essential.
2. Qualifications such as MCSE, MCSA or MCITP, ITIL, CCNA and VMWare would be highly beneficial towards your application
3. Able to configure and manage network infrastructure services Active Directory and Group Policy
4. Good knowledge and/or experience with 2012 Server, Virtualisation, VMware, Backups/Papercut
5. Experience with Windows 8 and 10 desktop operating systems
6. In-depth knowledge of ICT networks, VLAN switching infrastructure, various server operating systems, backup, email, antivirus and other server and wireless network management systems.
7. DBS/CRB enhanced clearance certificate will be applied for

Other requirements:
1. Be aware of and comply with policies and procedures relating to child protection, equal opportunities, behaviour for learning, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

2. Contribute to the overall ethos/work/aims of the school.

3. To keep abreast of wider ICT developments which may impact on the teaching, learning and administration of the school and advise the school's management team accordingly.

4. To be flexible and work according to needs which may involve assisting other areas of the school.

Elutec is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.