# Role Outline - ESF IT Technician

The IT Technician is responsible for delivering reliable IT support and customer services functions within their school and other schools within the Foundation as meets the needs of the agile service. This will involve communicating effectively with the senior management, IT staff and students. The IT Technician will also take part in the training and support of IT staff to deliver a high-quality customer service.

The ESF IT Technician will be part of the IT and Digital Services Team and will report to the Network Manager.

**Key duties and responsibilities**

**Desktop & Application Support**

* To maintain a high degree of customer service for all support areas.
* Undertake the build, configuration and deployment of operating systems and applications via System Centre Configuration Manager.
* Support users in the use of ICT equipment by providing necessary training and advice.
* Work with school and curriculum leaders to deliver the curriculum at the highest professional level.
* Proactive monitoring of all key systems.
* Ensure security and privacy of user accounts and information.

**Configuration and Installation**

* Provide first and second-line investigation of both hardware and software.
* Undertake the ~~i~~nstallation, configuration and support for both server hardware and software.
* Create documentation for installation, troubleshooting and training.
* Undertake Anti-Virus installation, configuration and monitoring.
* Implement and manage new technologies and computer software as required, enabling the delivery of future ICT to all curriculum areas.
* Create documentation for installation, troubleshooting and training.
* Install and support temporary AV set ups as needed – e.g external speakers, assemblies
* Set up spaces for small to medium sized live streams – e.g Assemblies, conference calls etc

**Server and Network Support**

* Assist the Network Manager in providing network and server support.
* Monitor the network to ensure the availability of all systems and perform necessary maintenance to support the network availability.
* Support with routine backups in line with the Trust Disaster Recovery plan
* Assist in maintaining the operating system and security software utilised on the network, including the addition of new users to the network and the establishment of rights and privileges.

**General**

* Possible travel to other Foundation schools as and when required.
* Additional duties of which you are capable and/or as reasonably requested and/or consistent with the purpose of the role as required by the Foundation under the direction of the Director of Digital Strategy

**N.B.** Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

| **PERSON SPECIFICATION** | D / E\* |
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| ***QUALIFICATIONS*** |  |
| GCSE (or equivalent) Maths & English at grade 4 (C) or above | E |
| A levels or equivalent | D |
| ***PROFESSIONAL SKILLS* & *EXPERIENCE*** |  |
| Good knowledge and proven experience of working on Microsoft Windows | E |
| Knowledge and experience of Windows Server 2016 | E |
| Knowledge and experience of Mac Os and iOS | E |
| Good knowledge of network infrastructure | E |
| Good knowledge of managed wireless networks | D |
| Excellent diagnostic and problem-solving skills | E |
| ***ATTITUDES and ETHOS*** |  |
| Aligned to our inclusive, future focused Christian ethos | E |
| Diplomatic, discerning and able to deal with confidential information | E |
| Ability to keep calm and focussed in pressurised situations | E |
| Demonstrable ability to work under own direction and as part of a team | E |
| Demonstrable commitment to culture of continuous improvement | E |
| Committed to accessing personal development and training as required | E |
| ***RELATIONSHIPS*** |  |
| Demonstrable ability to maintain effective working relationships with and work collaboratively with colleagues at all levels | E |
| **OTHER** |  |
| Self-motivated, resilient and tenacious | E |
| Enhanced DBS check | E |
| Eligibility to work in the UK | E |
| UK Driving license and access to own car | D |

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