IT Technician - Job Description

Role Title: IT Technician

Reports to: Redland Green School IT Systems Administrator

Purpose of the role:

You will be responsible for providing first class support for GGLT Staff and Students, working across all day-to-day operations, IT Infrastructure/installation, and Cyber/Physical security. You will be responsible for deploying the IT team. This post requires working collaboratively with all stakeholders. Additionally, you will be a project lead managing primary IT systems and substitute for the Head of ICT when required.

Key Objectives:

To Administer the ICT network to provide:

- A learning resource for all students
- An effective information system
- Cyber security

Role & Responsibilities:

- Administer the school ICT network to maintain an effective information system that supports learning
- Assisting pupils and staff across the Trust to use all the school IT facilities productively
- Implementation of hardware and services, both remotely and on-site
- Monitoring the network infrastructure and reporting problems to the IT Manager or Systems Administrator.
- Problem investigation, diagnosis, and solution implementation
- Supporting staff and students with their use of IT and AV equipment, throughout the school for assemblies and other public events and in music, drama and media/film.
- Ensure that ICT systems conform to Health & Safety regulations in order to provide a safe working environment for staff and pupils in the school
- Provide Technical Support to the Primary Schools within GGLT, including weekly visits to the schools and leading on IT projects

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

General Accountabilities

- So far as reasonably practicable, the postholder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the postholder is responsible, to maintain a safe working environment for employees and service users

- Work in compliance with the Codes of Conduct, Regulations and policies of the Excalibur Academies Trust, and its commitment to equal opportunities

- Ensure that output and quality of work is of a high standard and complies with current legislation / standards

IT Technician - Person Specification

Knowledge and Experience	Essential Desirable
Educated to 'A' level or NVQ3 or equivalent and 3 years relevant ICT experience in the appropriate technical specialism	E
Good level of computer literacy and a desire to develop their skills further	E
Experience in management of computer systems	E
Able to demonstrate client/customer focussed thinking	E
Familiar with a range of technologies including those relevant to schools eg MS Office, SIMS, JAMF, Salamander etc.	E
Good level of administering windows server environments	E
Awareness of what a Bring Your Own Device landscape and the challenges that this brings	E
Understands how the role is likely to relate to other roles within the ICT and school organisation	E
Awareness of current initiatives in ICT	E
Language Skills: Higher level of fluency. Able to ask complex questions to citizens to understand their needs and be able to advise on the necessary actions to be taken and the information that must be captured accurately	E
Educated to HND or degree level and a longer period of relevant experience.	D
Exposure to System Centre Configuration Manager, deployment and upgrade of Windows 10/Office 2016 and other third-party applications	D
Some exposure to administering G Suite, Google Docs, Sheets and Slides	D
Experience of facilities management systems, BMS, Access control	D

and CCTV	
Some experience with Cisco based Switches, VLans and Sonicwall VPN	D
Exposure to server virtualisation infrastructure	E
Exposure to Mac OSX and administering OSX Server	E
Abilities and Aptitudes	
Proven analytical and problem-solving abilities	E
Applies appropriate processes, tools and techniques in a logical and orderly manner	E
Applies themselves to learn new skills	E
Able to work alone and independently. Can manage their own workload with limited supervision, scheduling their own tasks to meet objectives	E
Able to work in a team environment and lead on projects	E
Can communicate necessary technical information to non-technical staff	E
Can demonstrate continuous professional development	D
Has developed processes and process documentation	D