WESTCOUNTRY SCHOOLS TRUST
JOB DESCRIPTION

Job Title: Senior ICT Technician

Location: Plymstock School

Grading: NJC Grade E

Hours: Monday – Thursday 08.00 – 16.30, Friday 08.00 – 16.00
(37 Hours per week, 52 weeks per annum)
There may be ad hoc occasions when you will be asked to work outside of normal working hours, for which you will be reimbursed taking off time in lieu.

Reports to: Network Manager

Responsible for: **Carrying out the management of the network in the Network Manager's absence under the guidance of the Trust ICT Operations Managers.**

Key relationships: Internal and external stakeholders

Job Purpose
To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Duties and responsibilities:
1. Supply 1st, 2nd and 3rd line support to staff and students.
2. Provide guidance to other team members around 1st and 2nd line support requests
3. Be responsible for promoting and safeguarding the welfare of young people they are responsible for, or comes into contact with.
4. Support the management of all ICT resources, equipment and software to meet the Curriculum and Administration needs of the school.
5. Provide support to students, staff and external users via the Helpdesk system.
6. Be prepared to provide remote support and visit other schools if required.

7. Assist the school in planning and execution of extensions, additions and re-arrangements of the ICT infrastructure. Providing expert advice within area of specialism; proactively offering solutions and identifying risks.
8. Maintain and support all aspects of ICT equipment and software.
9. Log, process and escalate all ICT Support Helpdesk requests via the ticketing system.
10. Assist other schools within the trust with Work or cover when there is a shortage of staff.

Customer Service
1. Maintain a high standard of ICT Support to all school users.
2. Ensure tasks are completed within SLAs and processes are detailed in the support knowledgebase.
3. Facilitate clear and professional communication with all school users.

Procurement
1. Assist with sourcing external bodies for quotations of all ICT equipment when needed.
2. Assist with sourcing external bodies for quotations for all work required e.g. data cabling, installations of projectors and whiteboards.

Software
1. Install and test new software and undertake problem-solving to ensure efficient working.
2. Make software available to appropriate users by amendments of Desktops and Start Menus.
3. Maintain driver and software library.
4. Maintain secure storage and recording of media, licences, manuals and installation information.
5. Assist with Setting up Servers,
6. Set up workstations, laptops and Mobile Devices.
7. Assist with the creation and deploying of software packages
8. Maintain and support the Schools Information Management System (SIMS). Working with internal systems and external companies.

Hardware
1. Check new ICT equipment on arrival, record details in the inventory and install as appropriate
2. Maintain computer peripheral equipment such as printers, whiteboards, and projectors as directed.
3. Carry out repairs of network and AV sockets.
4. Maintain data cabinets and network infrastructure
5. Assist in transferring equipment around sites within the Trust.

Network Management
1. Set up, maintain and remove network user accounts and groups where appropriate.
2. Set up and maintain e-mail accounts.
3. Assist with managing network, including setting up maintaining and removing network user accounts and groups where appropriate.
4. Assist with Maintaining the Trust network infrastructure such as routers, hubs and switches and wireless access points.
5. Assist with management of all on site Servers, and cloud management
6. Assist with Management of Servers
7. Assist with planning upgrades to keep the servers up to date.

8. Carry out routine network maintenance tasks as appropriate
9. Ensure the anti-virus software is installed, kept up to date and working properly on both servers and workstations
10. Create images for laptops or computers.
11. Regular checks of back-ups are made, and any issues are reported to the Trust ICT Operations Manager
12. Evaluation and testing of new hardware, peripherals, software and server equipment.

Projects
1. Assist the School Network Manager with planning and exciting ICT projects at the school..

General for all posts
1. To act in accordance with, and actively promote, all Trust policies, including Safeguarding, Health and Safety and Equality & Diversity.
2. To participate in Continuing Professional Development (CPD relevant to the role and to engage in Performance Development Reviews (PDRs).
3. Preparing and contributing to Trust wide development by sharing best practice and delivering/receiving professional feedback.
4. To retain confidentiality and maintain data and/or files in accordance with Trust policies for data governance, as appropriate for the role.

This job description provides a general reflection of the main duties and responsibilities of the post at the date of production. You may be expected to take on other reasonable activities deemed to be within the character of the post to assist in efficient service delivery. The duties may change over time as requirements and circumstances evolve without changing the general character of the post or level of responsibility.

Business Director:	**Post Holder:**
Signed:	Signed:
Date:	Date:

PERSON SPECIFICATION

E = Essential, D = Desirable

Method of Assessment The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed.	Essential or Desirable	Application Form	Interview (or other selection activity)
QUALIFICATIONS:			
A minimum Grade C/5 in GCSE English and Maths or equivalent qualification.	E		
Evidence of further professional development in the ICT industry	D		
CompTIA A+, Network+ and/or Security+	D		
EXPERIENCE:			
Substantial and demonstrationable experience working in technical support.	E		
Knowledge of work-place procedures such as GDPR, health & safety, etc.	E		
An understanding of cloud, hybrid and local infrastructure services.	E		
Experience with IT service management processes.	D		
Previous experience in an education setting.	D		
KNOWLEDGE, SKILLS AND ABILITIES:			
Excellent interpersonal skills and ability to communicate in technical and non-technical manners in both written and verbal formats.	E		
Ability to understand a range of organisational and technical procedures.	E		
Excellent analytical and problem-solving skills.	E		
Excellent organisational skills and ability to work using your own initiative, prioritising workload, and as part of a team	E		
Methodical approach with high attention to detail and ability to work under pressure.	E		
Experience with Microsoft 365.	E		
Experience with Windows 10/11 client operating systems.	E		

Experience with Windows Server platforms and associated technologies e.g. Active Directory, DHCP, DNS etc.	E		
Experience with virtualisation technology.	E		
Experience with VoIP/SIP telephony solutions.	E		
Experience with switches and wireless access points.	E		
Experience with high availability and backup systems	D		
Experience with proxies, firewalls and routers.	D		
High level of personal and professional integrity.	E		
Self-motivated and energetic approach to work.	E		
A proactive team player, willing to listen and share experience.	E		
VALUES-BASED BEHAVIOURS:			
Compassion:			
Recognising need in others and acting with positive intention to promote well-being and improve outcomes	X		X
Aspiration:			
Works to high expectations, modelling the delivery of high-quality outcomes	X		X
Showing passion, persistence and resilience in seeking creative solutions to strive for continuous improvement and excellence	X		X
Integrity:			
Acting always in the interests of children and young people,	X		X
Acting with a consistent and uncompromising adherence to strong moral and ethical principles	X		X
Communicating with transparency and respect, creating a working environment based on trust and honesty	X		X
Collaboration:			
Creating a shared vision and working effectively across boundaries in an equitable and inclusive way to skilfully influence and engage others	X		X