JOB DESCRIPTION

Senior IT Technician

Job Purpose: To provide senior technical support to all users of the school's ICT Systems and features through processing and coordinating appropriate and timely responses to user incidents and requests. This also includes giving technical support, general advice and guidance or co-ordinating external users to complete jobs/tasks remotely or in person. To assist in all aspects relating to the care and maintenance of computing, switches, audio-visual, photocopying and telephone equipment across the School including server room equipment.

Grade: Grade 5

Responsible to: ICT Network Manager

Duties and Responsibilities:

1) To undertake servicing, repairing and/or organising repairs of school equipment. Keeping users and stakeholders up to date as and when.

2) Undertaking repairs and replacement of parts as necessary or under the instruction of the ICT Network Manager.

3) Undertaking any additional training when appropriate for all areas of the ICT Network and systems.

4) To carry out any task deemed necessary at your grade or by instructions from the ICT Network Manager

5) To liaise with external suppliers for the repair of equipment under warranty, under maintenance contract or needing repairs.

6) To install and configure software applications and hardware as requested by ICT Network Manager.

7) To help produce and maintain IT statistics, reports, checklists and other documentation as necessary.

8) To maintain satisfactory standards of safety and security in accordance to the Schools Health and Safety Policy.

9) To proactively implement the school's and MAC's ICT policies and procedures and any other policy necessary.

10) Contribute to strategic decision-making in relation to ICT and ensure purchases are in accordance with the MAC's IT strategy.

11) To perform routine tasks for the school including Setting up, moving and support of ICT and AV equipment as and when required. Ensuring that routine maintenance tasks are completed in a timely manner.

12) To notify the ICT Network Manager / Business Manager of any potential Health and Safety issues and to undertake assessments as and when required.

13) Assisting in collecting, recording and auditing data for the School's asset register.

14) To monitor the ICT Network Systems and recommend improvements or changes where necessary with assistance from the ICT Network Manager, this includes systems and hardware together with backups, cloud services and third party software.

15) To assist with the setting up, maintenance and repair of computers, audio-visual equipment, computer-linked equipment and computer-related equipment.

16) To maintain appropriate stock levels of computer consumables and accessories and to raise purchase orders as necessary ensuring that value for money is obtained.

17) Participate in training and other learning activities as required, including technical qualifications.

18) Cleaning of Technical equipment where necessary. This also includes interactive boards and their projectors, Screens, Phones, TV Screens, Keyboards, mice and any other ICT equipment.

19) To become familiar with the school's network infrastructure including cabling, patch panels, switches, routers and wireless equipment.

20) To maintain, support and undertake trouble-shooting and diagnostics on servers, switches, WiFi, door access systems, remote access systems, backup software.

21) To maintain contact with the schools third line support company's and provide data and information when necessary or as requested by the Headteacher, Business Manager and ICT Network Manager.

Cardinal Newman Catholic School
Person Specification: ICT Technician

KNOWLEDGE	A sound working knowledge of computer hardware and software applications.	Essential	Application Form Interview
	Knowledge of network configuration and systems.	Essential	
	Knowledge of the day-to-day management of ICT systems and resources.	Essential	
	Knowledge of Arbor MIS	Desirable	
	Providing installation and support for Windows 10 and above	Essential	
	Knowledge of Office365 including Microsoft Entra ID (Azure AD)	Essential	
	Knowledge of Google workspace/classroom.	Desirable	
	Windows desktop administration including group policy and active directory services.	Essential	
	Windows Server 2016, 2019 and 2022 Administration, Support and install	Essential	
	Sever essentials: Active Directory, Group Policy, DNS, DHCP	Essential	
	Server technologies: SCCM, WDS, MDT, IIS	Desirable	
	Troubleshooting TCP/IP Networking, both wired and wireless	Essential	
	A formal qualification at an appropriate level in an IT discipline or equivalent demonstrable experience.	Essential	
SKILLS	Good customer service skills to deliver effective IT support to users of all nature	Essential	Skills test Interview
	Liaise and communicate effectively by telephone or in person with staff, students and externals	Essential	Interview Form
	To organise and priorities workloads.	Essential	

	To maintain recording systems.	Essential	
ABILITIES	Able to install and maintain hardware and software on standalone machines and on the network.	Essential	
	To carry out clerical tasks including printing/collating for computer-generated pupil reports. To disseminate knowledge and skill to others in a way that will help them become increasing independent in the use of ICT equipment.	Desirable	
	To prepare teaching material as required. Assist with demonstrations and with the	Essential	
	To keep abreast of new IT applications and to be proactive and initiating in the development of IT provision and methods of service to the curriculum.	Essential	
	Follow set procedures and work to guidelines as required. Undertake inspection and repair of hardware.	Essential	
	Where appropriate service equipment and organise repairs when necessary.	Essential	
	To liaise with external services as required.	Desirable	
	Maintain a flexible and calm disposition in a demanding environment.	Essential	
	To carry out tasks logically, accurately and with speed. To lift and carry equipment.	Essential	
EXPERIENCE	Working in a school or Educational environment	Desirable	
	Computer hardware and software systems.	Essential	
	Arbor MIS/ Inventory / Paxton Net2 / Ruckus Wi-Fi / Aruba Switching / Office 2010-16 / Office365 systems.	Desirable	