



Sanders *Draper*

TEAMWORK HARD WORK TRANSPARENCY
Job Description

Job Title:	Senior ICT Technician
Grade:	Scale 5 points 12 - 15
School:	Sanders Draper School
Reports to:	School Network Manager / Trust Strategic Network Manager

Job Purpose and Context:-

The Senior ICT Technician is responsible for assisting the Trust Strategic Network Manager in the effective and efficient day-to-day functioning of the school's across the trust ICT systems, comprising of VMware/Hyper V servers, Windows/Mac workstations, laptops and mobile devices, up to 2000 Chromebooks, Google Workspace and extensive online resources for all end users. Effective management of these resources is necessary in order to enable staff to deliver a high quality of teaching for students to allow them to achieve their full potential.

Roles and Responsibilities:-

1. Networking

1. To assist in managing the Windows Server 2016-2019 physical and virtual network and Aruba/Meraki Wi-Fi systems.
2. To assist in managing and developing the school's internal systems, including audio visual, telephone systems, Access Control Systems, CCTV and the schools MIS (FMS/SIMS).
3. To assist in managing application installation for domain clients and Google Workspace managed devices.
4. To help manage users accounts within the schools internal domains and Google Workspace domains.
5. To assist in managing user accounts for online resources and SIMS platforms, managing permissions correct and appropriately.
6. To maintain, repair and extend network infrastructure cabling as necessary.
7. To ensure server storage is used effectively and backups are maintained.
8. To be able to activate the school's ICT disaster recovery & contingency plan as required.
9. To manage ID badges for site and print server user accounts for use with printers and printing applications.
10. To assist in maintaining a reliable network, consisting of advanced switches and firewall technologies. Including vLAN configurations and wireless SSIDS.

2. Hardware

1. To maintain an accurate and up to date inventory of all schools ICT assets.

2. To arrange for the safe and appropriate disposal of hardware that is no longer needed (WEEE).
3. To provision and build domain ready hardware, such as new PCs and Telephones.
4. Diagnose and repair hardware faults with ICT network equipment including but not limited to display boards, PCs, laptops etc.
5. Maintain an efficient repair process of trust hardware across all schools, cataloguing the process to align with tracking and any warranties.
6. To manage printers and photocopiers with third party suppliers, troubleshooting problems and raising service calls and maintaining printer queues.
7. To liaise with suppliers & service providers regarding hardware and software problems and to maintain records/logs as appropriate.
8. Install and maintain AV equipment when required.
9. To research and procure ICT equipment, software and services as directed by the Trust Strategic Network Manager.

3. Software

1. To give advice and support in using Microsoft Office suite and Google Workspace Apps and drives to all end users.
2. To assist in maintaining application software on the internal network and Google Workspace domain.
3. To maintain effective network security, including regular virus detection and updates.
4. To maintain all software licences and maintains records as required in line with the Trust's OVS agreements.
5. To act as the initial line of IT support for troubleshooting computers and server systems.

4. General

1. To take appropriate action to identify, evaluate, minimise and manage any risks to health, safety and security in the immediate working environment.
2. To undertake one-off projects as defined by the Trust Strategic Network Manager and /or the requirements of each school.
3. To complete school based induction and undertake staff training required to improve performance.
4. To participate in the school's appraisal system.
5. To act as the initial line of support and mentor the junior ICT technicians.
6. To provide support and advice to staff to assist in developing their own technical capabilities and knowledge as required.
7. To use personal ICT skills to support the administrative requirements of the post.
8. To provide updates and reports to the Trust Strategic Network Manager about ICT developments as required.
9. To use ones initiative when the 'unexpected' happens and be flexible to working across other sites within the trust.

Other Professional Responsibilities:

- To work in accordance with the values of the Trust particularly with regard to promoting positive attitudes towards tolerance and respect for other people.
- To work in accordance with school policies and procedures as identified in the staff handbook and school policy folders.

Notes:

1. Success for all Educational Trust has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their work and to undertake any appropriate training.
2. The post holder is expected to undertake any appropriate training, including recognised professional qualifications, considered necessary to fulfil the role.
3. The post holder is expected to demonstrate a flexible approach in the delivery of work. Consequently the post holder may be required to perform work not specifically identified in the job description, but which is in line with the general level of responsibility of the post.
4. This job description will be subject to review with the post holder after one year and may then be reviewed from time to time.

Signed Date

Print name

Sanders Draper School is committed to safeguarding and promoting the welfare of children and young people. All adults who work at the school must share this commitment to young people.

**Senior ICT Technician
Benchmark Person Specification**

Skills and Abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	√		Application & interview
Ability to manage the work and outcomes of other people		√	Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	√		Application & interview
Ability to communicate and interact effectively with adults and children and young people	√		Application & interview
Ability to write effectively for a variety of different audiences	√		Application and interview
The ability to maintain asset registers across the schools	√		Application and interview
The ability to assess training needs in a rapidly changing environment	√		Application and interview
The ability to assess disaster recovery policy and procedures and maintain continuity of a quality service	√		Application and interview
Knowledge			
A detailed and in-depth understanding of ICT specific health, safety and security issues in schools	√		Interview
Know-how to monitor the statutory ICT related responsibilities across the schools	√		Application and interview
A detailed and in-depth understanding of the application of ICT to teaching and learning	√		Application and interview
An understanding of procurement monitoring in schools		√	Application and interview
Qualifications and Experience			
Certification to support expert user status in IT networking and hardware/software	√		Application
GCSE at level A – C in English and mathematics or equivalent	√		Application
Between 3 and 5 years' experience in an ICT support or technician function	√		Application
Evidence of willingness and motivation to develop own skills and abilities through continuing professional development	√		Application & interview
Experience in provision of online resources	√		Application & interview
Experience of Google Workspace domain management	√		Application & interview