



Post Title	Senior ICT Technician
Hours	37 hours per week
Weeks	52 weeks per year
Line Manager	Network and Systems Manager

Job Purpose

The senior ICT technician will work in cooperation with the ICT Systems & Network Manager installing and supporting the school's network, peripherals and software. This role requires the proven ability to resolve difficulties encountered by the user within a desktop environment.

Duties and Responsibilities

- To deputise for the Systems Manager in his absence.
- To develop the school's ICT resource and ICT support service in line with the school's educational objectives
- Active involvement in IT projects for on-site and Network Infrastructure.
- To work with and support users of computers and other related technology.
- To ensure the testing, installing and configuring of software together with advising on compatibility of hardware, applications and operating systems.
- Install, configure, maintain and troubleshoot a broad range of client, server and cloud-based technologies (e.g. Microsoft Office 365) in a multi-platform environment.
- Work in collaboration with different members of the Helpdesk team to provide support and assistance.
- To undertake the administration of the school network, including management of user accounts, manage active network components including switches, routers and bridges; install additional servers and upgrade the network operating system; set up disk caches and firewalls; maintain internet filtering systems.
- General maintenance and troubleshooting of school ICT hardware, software and related resources.
- To monitor the school's backup, virus protection and security procedures, with reference to protecting hardware, data and confidential information.
- To maintain an overall view of the capabilities of the school's ICT service and contribute to continuous improvement to meet future needs.
- To take a lead in the maintenance and up keep of the school's website.
- To order, distribute, install and store all ICT equipment and consumables.
- To maintain an inventory of hardware and software in school and update this as required when hardware and/or software is added, moved or disposed of.
- To assist the Network & Systems Manager in other tasks as required including managing the ICT support team's workload and priorities.
- To operate within the Health and Safety policies of the school, LEA and national bodies and monitor ICT users to ensure they are following appropriate practice.
- To oversee and manage the day to day ICT support given to other schools under a service led agreement. To report regularly to the Network & Systems Manager on progress/issues etc.
- To work with and support local primary schools both via the telephone and on site.

Support to School

(This list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and contribute as appropriate to school policies containing a health and safety element and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.



- Contribute to the overall ethos/works/aims of the school.
- Appreciate and support the role of other professionals.
- Regular and effective communications with all staff and external key stakeholders.
- Attend and participate in relevant meetings as required, liaising with other staff, governors and the LA as required.
- Participate in training and other learning activities and performance development as required.
- Assist with maintaining IT Facilities, including but not limited to Audio visual, Multi-media and devices required to enable effective teaching.
- Recognise own strengths and areas of expertise and use these to advise and support others.

This job description is not intended to be a complete list of all duties and responsibilities of this role. The post holder may be required to carry out other duties and related tasks, the responsibility level of any other duties should not exceed those outlined above.

The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and agreed with the required members of the governing body and SLT.

I confirm that I agree the contents of this job description and that it correctly represents the duties and responsibilities I undertake.