

Job Description

IT Technician

Pay Range:	KR5 (Currently) £20595 Per Annum (Pro rata £19077)
Responsible For:	IT Technician
Responsible To:	Director of ICT
Hours	37 hours a week, 42 weeks a year (Term Time plus 5 inset days plus 15 days) Normal working hours 8am to 4pm

Purpose of the Post

- To work closely with the Director of ICT and other school leaders to help develop DGSB Digital Vision and Strategy and implement this in the school context
- To help develop and support IT at DGSB, supporting fellow IT Technicians, maintaining and developing DGSB ICT in accordance with the direction of senior leaders and the strategic vision for IT
- To help maintain network systems at DGSB, in line with DGSB strategy, delivering high levels of performance and availability

Areas of Responsibility

Vision and Strategy

- To act as technical liaison within DGSB, contributing to the production of the school's annual IT Strategy
- To support in preparing an annual Technical Improvement Plan, in line with DGSB IT Strategy, recommending improvements to ensure network stability and maximise performance
- Contribute to the identification and evaluation of emerging technologies and how these might support improvements in the development of the network infrastructure

IT Support Service

- To support the IT department, including within the appraisal process and continuing professional development
- To help design and develop processes and procedures to ensure the effective and efficient management and delivery of IT support services (called "ITS") to support teaching, learning and administrative tasks
- To support in the monitoring IT and related budgets
- To help ensure that all computer equipment in school, that off-site or on loan, and all work done by ITS conforms to current health and safety regulations and functions as required
- To ensure that hardware and software installations function as intended for critical assessment and examination periods. (e.g. Kent entrance tests, in-year online assessments and support for both internal and external examination sessions)
- To maintain a timely response to ITS requests and to support the Computer Science subject area with subject specific installations

School Network

- To help manage and develop an effective, scalable, and resilient network, integrating local and cloud-based technologies, to include, but not restricted to:
 - LAN infrastructure, switches, VLANS and routing.
 - WAN connectivity and IaaS.
 - Wireless infrastructures.
 - Server/storage infrastructures including virtualisation platforms.
 - Cloud technologies including Office 365 and Azure.
 - VOIP telephony.
- To contribute to the identification and implementation of hardware and software for DGSB and oversee the procurement of such, requesting and evaluating quotes/tenders as required.
- To help implement a programme of regular maintenance of computer networks and IT equipment, maintaining warranties on critical hardware.
- To help repair/re-configure hardware as necessary, seeking technical information from outside agencies as required.

- To support in the maintenance of an asset register of all IT related equipment held by DGSB.
- To deploy software/updates across the network as required, including O/S and firmware patches.
- To help ensure that data within the network is secure in line with DGSB policies on data protection.
- To maintain the web filtering/firewall solution, ensuring any changes conform to school policy and are logged.
- To ensure that backup and disaster recovery procedures are in place, documented, fit for purpose, and regularly tested.
- To oversee directory administration, including the creation and maintenance of user accounts, security/distribution groups and policies.
- To administer DGSB Office 365 deployment.
- To assist in the development and maintenance of DGSB communications platforms (School Cloud, Satchel:one, IRIS ParentMail).
- To support in the disposal of end-of-life equipment, safely and securely in line with DGSB policy.

Other Considerations Relevant to the Role

- To work from the IT Office but also around school as part of ITS
- To work with flexibility meet the individual's development needs and those of the school.

The aim of the Job Description is to indicate the general purpose and level of responsibility of the post. Duties may vary from time to time without changing the character of the post or general level of responsibility. This is an outline Job Description only and the post holder will be expected to undertake duties commensurate within the range and grade of the post or any lesser duties as directed by the Headteacher.