

Job Description



Name	
Post Held	Technical Services Engineer
Pay Range	HBHS Band 4
Role	<p>Technical Services Engineers form part of a dedicated team providing proactive, effective, efficient and friendly support to all stakeholders of the school.</p> <p>Technical Services Engineers are a primary point of contact and are critical in the delivery and development of an innovative and exciting implementation of new technologies in education.</p>
General Duties	<ul style="list-style-type: none">• work closely with the Technical Director, Technical Services Engineers and appointed Contractors to develop, deliver and promote a quality technical provision and support service• be a first point of contact / support for 300+ staff and 1600+ students (multiple engineer responsibility)• act as a point of contact for manufacturers, suppliers, service providers and contractors• prioritise and manage multiple open support tickets to ensure all issues are dealt with efficiently and effectively• troubleshoot hardware, software and infrastructure issues, to identify, diagnose and solve faults – includes, but not exclusive to, desktops, laptops, projectors, interactive displays, printers, VoIP phones, wired and wireless networking• follow procedural and system related documentation, maps and diagrams• day-to-day analysis of overall system health to promote a proactive approach to resolving issues and maintain system stability and availability• induction of new users including account provisioning and instruction• handling account exceptions including lockouts, forgotten passwords, setup and deactivation• image, configure and deployment of staff and student devices• support the roll-out of new hardware and software• maintain accurate records of school assets using provided systems and software• responsibility for carrying out and organising maintenance and repair of hardware• monitor licenses, warranties, repairs and replacements• participate in user and system anomaly detection• tracking of vandalism, damage and theft to assets with the aim of prevention and reduction of capital waste• organise disposal of redundant or damaged beyond economic repair equipment, in accordance with appropriate recycling schemes• operational support for multimedia elements of school performances and events• administration and support for digital examination and assessment• educate end users
Health & Safety	<ul style="list-style-type: none">• ensure hardware is safe for day-to-day use by staff and students• work closely with the Premises Team to ensure electrical safety of hardware and infrastructure• act as part of a team of school Fire Marshals (training and certification provided)
Safeguarding	<ul style="list-style-type: none">• ensure safeguarding of students by monitoring digital activities and use• ensure integrity of school data by taking a vigilant approach to system security and utilisation• follow safeguarding procedures as outlined by the DCPC and listed within relevant policies

Spares & Consumables

- replace parts as required – general hardware components
- replace consumables as required – projector bulbs, print cartridges, toners and fusers
- maintain stock records of system related spares and consumables

Data Protection & Cyber Security

- ensure the necessary integrity, reliability, and availability of all systems
- follow relevant data policies and procedures accurately, ensuring compliance
- auditing user access and activities from log files
- collecting, storing and processing any personal data in accordance with policy and legal responsibility
- not engaging in activity that may affect the privacy rights of individuals
- take a proactive approach to Cyber Security and educating end users in account protection
- only using administrative access to systems where it is directly related to professional duties (reasonable personal use of ICT is restricted to non-administrative activities)
- only accessing data and resources where it is directly related to professional duties
- reporting data breach, data leak, permission creep, or malicious activity to the Data Protection Officer

Personal Integrity & Ethical Responsibility

- be honest in professional dealings and forthcoming about competence and the impact of mistakes
- avoid conflicts of interest and biases whenever possible
- strive to develop and maintain a safe, healthy, and productive workplace
- make decisions consistent with the safety, privacy, and well-being of all stakeholders and to disclose promptly factors that might pose unexamined risks or dangers.
- lead by example, maintaining a high ethical standard and degree of professionalism in the performance of all my duties

Personal Skills

- communication, verbal, non-verbal and electronic, will feature heavily in this role; the ability to communicate at an appropriate level with both staff and students is an essential skill
- excellent organisational skills, attention to detail and high standards
- proactive approach to preventative maintenance and identifying common issues
- ability to work on own initiative as well as part of a team
- problem solving, the ability to quickly identify the root of a problem and propose solutions or workarounds are essential skills

Reporting to

Technical Director

This job description issued on [DATE] may be amended at any time by agreement and will be reviewed annually according to Performance Management objectives.

This is a job description only and is not necessarily a comprehensive definition of the post.

Signature :

Date :