



## **JOB DESCRIPTION**

### **Senior ICT Technician**

**Job Title:** Senior ICT Technician

**Reporting Lines:** ICT Infrastructure Manager

**Grade/Salary:** £27,000

Benefits: membership of Local Government Pension Scheme, Kent Rewards, and Benenden healthcare scheme.

#### **Role Purpose:**

- Responsible for the support of, installation, maintenance, availability and security of the ICT network across the Trust, including the hardware and software infrastructure.
- Provide 1<sup>st</sup> Line Support to all staff and students in the Trust.
- Take an active role in our ICT provision in our multi-academy trust

#### **Objectives:**

- To ensure that the integrity of the ICT infrastructure is maintained.
- To support the delivery of ICT across the curriculum.
- To advise the Trust ICT Manager on emerging technologies as appropriate.
- To contribute to the vision of the ICT development plan.

#### **Duties and Responsibilities:**

- To ensure that client's ICT Support requests are dealt with effectively.
- Support in the future development and upgrades to the ICT infrastructure.
- Support the development of ICT-based administrative processes and procedures.

#### **Specific Responsibilities:**

- Support of the curriculum and administration networks including Management Information Systems (MIS).
- Support with the planning of all future developments and upgrades of the ICT infrastructure.
- Liaise with appropriate suppliers re: purchasing requirement and Licencing.
- Support MIS applications and user accounts.
- Ensure data protection applications are current and within the requirements of the Act.
- Responsibility for back-up systems and disaster contingencies as they affect the curriculum networks.
- Arrange for the repair of hardware faults with outside agencies.
- Liaison with appropriate outside agencies.
- Support the installation of all new computer hardware including wireless, fibre optic, networks and external projects, as required.
- Support and implement the installation of all new computer software as required, enabling the delivery of ICT to all curriculum areas.

- Arrange annual inspection and safety testing of computer equipment.
- Support the day-to-day maintenance of the school's computer systems, including:
  - Network user database and password allocations
  - Management of internet filters
- Support appropriate technical support to curriculum and administration networks.
- Assist staff with ICT related problems.
- Responsibility for maintaining the school's computer inventory, insurance list and computer audit.
- Support as required with the management of Trust websites.
- Administration of the email system.
- Ensure that all ICT requests entered to the Helpdesk management system are processed in a timely manner and staff kept up to date with progress.
- Ensure all quotations offer best value to the school.
- Liaise with appropriate staff on new ICT projects.
- Advise staff in the best use of ICT for the required project.
- Liaise with contractors in conjunction with the Trust ICT manager (where appropriate) for new-build or refurbishment projects.
- Develop and maintain the school internet and intranet sites.
- Respond to specified requests from the School Leadership Team for the design and development of administrative processes and/or procedures.
- Support remote access for staff.
- Support of peripheral equipment such as scanners, printers, projectors etc.

**Other Duties:**

- To comply with individual responsibilities, in accordance with the role, for health and safety within the workplace.
- Share the Trust's commitment to safeguarding and promoting the welfare of all young people through having knowledge of statutory guidelines and safeguarding policies.
- To ensure that all duties and services provided are in accordance with all Turner Schools policies and procedures in line with the Faculty Handbook.
- To undertake training as necessary.
- To actively engage in the performance management process.
- To be willing and enthusiastic in engaging with continuous professional development.
- To be a key part of the life of the Trust's community, to support both the values, vision and ethos of the Trust, and encourage pupils and students to follow this example.
- To participate in induction training, staff review processes and professional development opportunities.
- To comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description.
- To undertake professional duties that may be reasonably assigned by the Head Of ICT and CEO.

**Qualifications / Experience**

- Level 4 upward qualification in ICT Support / Network Engineering / Digital Infrastructure.
- Experience of working in a school highly desirable.
- The ability to work under pressure and to deadlines, retaining good attention to detail.
- Ability to handle confidential information.
- Excellent written and spoken communication skills.



- Good planning and organisation skills with the ability to juggle multiple demands.
- Proficient in Google Workspace for Education

All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the Principal or the Senior Leadership Team to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Turner Schools will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

**Acceptance:**

I confirm that I have received and understand the job description, which is a supplement to the subject specific teaching job description, both of which may be changed to reflect or anticipate changes in the job, which are commensurate with the salary and job title:

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....