Job Description: Senior IT Technician

Grade: Kent Range 7

Employed for: 37 hours per week - Full time

Hours of Work: 8.15am - 4.15pm Monday to Thursday and 8.15am – 3.45pm Friday with half an hour unpaid lunch break

Responsible To: IT Network Manager

Main Purpose:

- To support and deputise for the IT Network Manager when required.
- To maintain the school's IT resources and IT support for effective use by students and staff.
- To follow procedures and provide technical support in line with the school's IT support service definition.
- To support and advise students and staff in the appropriate use of IT.
- To monitor and assist in the management of the school's IT support service.

Cyber Security

- Configure and maintain the Police CyberAlarm server (complies with RPA).
- Act on requests from the Network Manager to ensure effective and reliable security systems to protect the hardware and software.
- Ensure the confidentiality of personal information at all times having due regard for the high level of personal and special category data within your role.

Server and Network Support

- Design and implement the network infrastructure to meet requirements.
- Manage physical and virtual network components including switches, routers and servers.
- Upgrade and update the network operating system, manage the network software configuration and maintain Internet filtering systems.
- Manage remote access to IT services.
- Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.
- Manage internal servers and third-party connections.

Desktop and Application Support

- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.
- Perform advanced diagnosis procedures on PCs, peripherals and applications.
- Advise on compatibility of hardware, applications and operating systems, according to user requirements.
- Detect, diagnose and resolve PC, peripheral and application errors.
- Install and maintain a wide variety of hardware and software.
- To record the next stage in the resolution of any issue and to ensure that stage is carried out in a timely manner.
- Support the roll out of new applications or initiatives.

VOIP communications

- Manage and maintain the school's VOIP telecommunication system.
- Report faults in an efficient manner and work with our provider to rectify issues as they arise.

CCTV / Site security

- Manage and maintain the CCTV server and software.
- Respond to requests for CCTV footage.
- Supply secure delivery of footage to insurance or police upon request.
- Liaise with the facility manager to ensure door entry systems are functional.
- Maintain the door entry system and occasionally work with third parties to fault trace the system.
- Oversee the technicians to ensure ID cards are being distributed to staff and students in a timely manner.
- Ensure cards are deactivated when staff or students are no longer part of the school.

Health and Safety
- Follow relevant H&S procedures and raise awareness among staff, students and other users.

Continuity, Maintenance and Security
- Note risks to IT systems and suggest precautions; follow extended maintenance procedures.
- In partnership with the Network Manager, proactively manage a maintenance schedule including efficient implementation of backup, virus protection and security procedures, including data protection policies.
- Assist with asset maintenance and recording.

Support Request Management
- Respond to support requests according to school procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform diagnosis and resolution.
- Determine whether an immediate solution is both required and possible; ensure steps are taken to find a permanent solution if not immediately possible.

- In cases where resolution proves challenging, seek guidance from the Network Manager for effective problem-solving.

Internal Support Arrangements and External Contracts
- Work to the school's support service definition and note problems in maintaining service levels; track external support calls and report the performance of external contracts.

Personal IT development
- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.

Communications
- Advise and train groups and individual staff and students; produce detailed help sheets and other documentation.
- Manage routine contacts with external contractors and suppliers, including warranty returns and repairs.
- Operate effectively as part of the IT support team.

Performance Development

- All Associate staff must complete a satisfactory Performance Review in accordance with the Associate Staff Performance Review Policy to ensure pay progression

Staff Development
- To assess development and training needs and discuss with line manager.
- To set your own targets before any development activity and review and evaluate the activity after completion, cascading information to the appropriate team when relevant.
- To keep personal records of all staff development activities in which you are/have been involved.

To carry out as requested from time to time any other relevant duties as may be reasonably required by the Headteacher.

Highworth is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

The postholder will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation with you.

Two copies of this job description should be signed, the postholder retaining one and the Headteacher the other.

PERSON SPECIFICATION – Senior IT Technician

	CRITERIA
QUALIFICATIONS	Level 3 Diploma (or equivalent) and proficient technical, practical and/or computer skills
EXPERIENCE	Previous experience of similar work Experience in the use of software and hardware used in education Experience of working in a customer service role
SKILLS AND ABILITIES	Assembly, maintenance and repair of equipment Ability to exchange information both verbally and in writing with staff and suppliers Understanding of networking including VLAN topology, DNS, DHCP and enterprise wireless networks Knowledge of Microsoft enterprise systems including active directory, group policy, volume licensing and software deployment Experience with Google Workspace, Microsoft Entra and Intune, software deployment systems, MDM, enterprise backup solutions and patch/security management beneficial A structured and proactive approach to problem-solving Ability to work on own initiative
KNOWLEDGE	Thorough understanding of Health and Safety procedures especially as they relate to work in the specific environment Knowledge of appropriate use of relevant equipment, hardware and software configurations in line with licensing, data protection and legal commitments Knowledge of policies and procedures relating to child protection, health, safety, security, equal opportunities and confidentiality Up to date knowledge of current developments in IT