



## DOVER GRAMMAR SCHOOL FOR BOYS

---

### Job Description for ICT Technician

All job descriptions are current at the date shown, but following consultation with you, may be changed to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Employees will be expected to comply with any reasonable request from the Headteacher 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. The School 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.

---

#### Job Outline

<b>Post</b>	<b>ICT Technician</b>
<b>Core Purpose</b>	<ul style="list-style-type: none"><li>To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff &amp; pupils to ensure administration &amp; learning outcomes are maximised.</li></ul>
<b>Contract Type</b>	<ul style="list-style-type: none"><li>Permanent</li><li>ICT Technician - Pay Range KSC £25,252 FTE, actual £22,466</li><li>Lead ICT Technician - Pay Range KSD £26,393 FTE, actual £23,481</li></ul>
<b>Hours</b>	<ul style="list-style-type: none"><li>37 hours per week, 42 weeks per year</li><li>Normal working hours are Monday to Thursday 8am to 4pm, Friday 8am to 3.30pm, with a 30-minute unpaid lunch break each day</li></ul>
<b>Line Management</b>	<ul style="list-style-type: none"><li>Director of ICT</li></ul>

#### Main Responsibilities

<b>Key Duties and Responsibilities</b>	<ul style="list-style-type: none"><li>Be responsible for the installation and maintenance of computer hardware and software</li><li>Maintain a comprehensive database of all support requests, prioritise and action jobs as appropriate</li><li>Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day</li></ul>
--	---

	<ul style="list-style-type: none"> <li>• Check hardware regularly, repairing simple faults or reporting more complicated faults to line manager / contractor as appropriate</li> <li>• Support teaching staff / pupils in technical aspects of ICT</li> <li>• Support the Office Manager, Exams Manager and Data Manager with the creation of various ICT accounts for new students and staff each year</li> <li>• Maintain computer files by backing up / archiving and updating / deleting information as appropriate</li> <li>• Maintain and develop network</li> <li>• Support adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfer) and report any concerns</li> <li>• Resolve hardware / software technical issues</li> <li>• Provide basic, bespoke ICT training for staff and pupils</li> <li>• Check and maintain stocks of ICT equipment</li> <li>• Provide technical support for the annual Dover Test (a Saturday morning in September) and other key school activities such as exam results days</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• To undertake training as necessary</li> <li>• To engage actively in the performance management review process and address the appraisal targets set by the line manager</li> <li>• To play a full part in the life of the School community, to support its distinctive aim and ethos and to encourage staff and students to follow this example</li> <li>• To adhere to the School's policies and procedures</li> <li>• To take reasonable care of his/her own health and safety and that of others who may be affected</li> <li>• To inform the Premises Manager of any matter that would reasonably be considered to represent shortcoming in the arrangements for health and safety</li> <li>• To show a record of excellent attendance and punctuality</li> <li>• To undertake any other duty as specified by the Headteacher or Chair of Governors not mentioned above</li> </ul>
<b>Lead Technician Duties Only</b>	<ul style="list-style-type: none"> <li>• To work closely with the Director of ICT and other key leaders to develop DGSB Digital Vision and Strategy and implement this in the school context</li> <li>• To lead, develop and support the IT Technician, maintaining and developing DGSB IT in accordance with the direction of senior managers and the strategic vision for IT</li> <li>• To maintain network systems at DGSB, in line with DGSB strategy, delivering high levels of performance and availability</li> <li>• To manage and develop an effective, scalable, and resilient network, integrating local and cloud-based technologies, to include, but not restricted to: <ul style="list-style-type: none"> <li>✓ LAN infrastructure, switches, VLANS and routing.</li> <li>✓ WAN connectivity and IaaS.</li> <li>✓ Wireless infrastructures.</li> <li>✓ Server/storage infrastructures including virtualisation platforms.</li> <li>✓ Cloud technologies including Office 365</li> <li>✓ Working knowledge of Active Directory.</li> <li>✓ VOIP telephony.</li> </ul> </li> <li>• To implement a programme of regular maintenance of computer networks and IT equipment, maintaining warranties on critical hardware.</li> <li>• To repair/re-configure hardware as necessary, seeking technical information from outside agencies as required.</li> <li>• To maintain an asset register of all IT related equipment held by DGSB</li> <li>• To deploy software/updates across the network as required, including O/S and firmware patches.</li> <li>• To ensure that data within the network is secure in line with DGSB policies on data protection.</li> <li>• To maintain the web filtering/firewall solution, ensuring any changes conform to</li> </ul>

	<p>school policy and are logged.</p> <ul style="list-style-type: none"> <li>• To ensure that backup and disaster recovery procedures are in place, documented, fit for purpose, and regularly tested.</li> <li>• To oversee directory administration, including the creation and maintenance of user accounts, security/distribution groups and policies.</li> <li>• To administer DGSB Office 365 deployment.</li> <li>• To assist in the development and maintenance of DGSB communications platforms (School Cloud, satchel:one, IRIS ParentMail).</li> <li>• To dispose of end-of-life equipment, safely and securely in line with DGSB policy.</li> </ul>
<b>Liaising With:</b>	Headteacher, Senior Leadership group, Extended Leadership group, Subject Leaders and relevant teaching and support staff, parents, and outside agencies as required.
<b>Disclosure Level:</b>	Enhanced

