**Job Title:** **Senior Network Technician**

**Contract: Permanent, all-year round position**

**Grade: Kent Scale D (£26,393 per annum)**

**Responsible to: IT Systems Manager**

# **Purpose of the Job**

To support the use of IT within the school environment through maintenance of software, hardware, and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Specifically within the department, the Senior Network Technician will support the Network Manager in running the IT infrastructure and systems across both sites.

Contribute to the safeguarding and promotion of the welfare and personal care of students and staff in accordance with child protection and safeguarding procedures.

# **Key Duties and Responsibilities**

* **Technical support** – Provide first and second line support to end users, ability to troubleshoot advanced technical issues and escalate when required, provide training and/or assistance to the Junior IT Technicians, as well as staff and students if required.
* **Network management** – Knowledge of networking, including the configuration and deployment of firewalls/managed switching.
* **Mobile devices** – Excellent knowledge of mobile device management for multiple operating systems (Windows/MacOS/iOS).
* **Asset register** – Maintain the asset register across the entire IT estate, purchasing equipment in accordance with our procurement policies.
* **Software support** – Maintain the software installed on TWGSB devices using remote deployment applications.
* **Communication** – Deploy and maintain the school’s telephony system, PA system,
* **Cloud Services** – Maintain the cloud services utilised by the school, ensuring access and accounts are provisioned correctly.
* **Security** – Maintain the hardware/software used to secure school data, including enterprise malware products and firewalls.
* **Safeguarding** - Assist the DSL team with reports from our safeguarding/filtering software.
* **Professional Development** – Keep up to date with current legislation, research and developments, training, and educational technology
* **Other Duties** - Strategic oversight of the Annexe site, undertake work and other duties as delegated by the Network Manager which are associated with the smooth running of the IT department, sharing responsibilities of Network Manager in busy times, and manage and lead on any project work as and when required.

**Flexibility** - Flexible on working hours as and when necessary, including weekends, and oversee the IT support for INSET days, school events and exam results days, across both sites.

*This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder’s professional responsibilities and duties.*

*Elements of this job description and changes to it may be negotiated at the request of the Headteacher.*

**PERSON SPECIFICATION**

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted. Applicants should describe in their application how they meet these criteria.

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|  | **CRITERIA** |
| **QUALIFICATIONS** | Level 3 Diploma (or equivalent) in IT |
| **EXPERIENCE** | Experience in an IT environment and working with relevant software and networks. It is desirable if the post-holder has worked in an education. |
| **SKILLS AND ABILITIES** | Must be able to communicate verbally with staff and students at all levels.  Understanding of the Health and Safety issues relating to IT. |
| **KNOWLEDGE** | Knowledge and experience in a range of IT systems and software packages.  Knowledge of managing a network.  Full understanding or Data Protection Act 2018, Freedom of Information Act 2000, and Information Governance.  Up to date with current technology, in particular, educational technology. |

*Last updated: September 2024*