**Job Description: ICT Technician, Wye School**

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| **1. ROLE TITLE** |  |
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| Job Title: | ICT Technician |
| Reporting Line: | Business Manager / Senior Technology Specialist |
| Hours: | Full time (37.5 hours per week), usually 8:00 – 16:30 with an hour’s unpaid lunch break, 52 weeks |
| Salary: | Competitive, depending on experience |
| Closing Date: | Friday 21st February, 2020 |
| Interviews:  Start Date: | w/c Monday 24th February, 2020  Monday 2nd March, 2020 or by negotiation |

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| **2. PURPOSE OF ROLE** |

**Key Responsibilities**

* Provide first line technical support, responding to users’ helpdesk requests in a timely and effective manner to minimise any disruption to teaching, learning or administration at Wye School.
* Monitor the performance and fitness for purpose of end-user devices and peripherals at Wye School, resolving hardware and software faults, finding temporary workarounds where necessary and escalating within the IT Service where provision is no longer suitable.
* Under the direction of the business manager and working with 3rd party support, monitor and manage network stability and performance at Wye School.
* Under the direction of the business manager and working with 3rd party support, implement change requests at Wye School.
* Under the direction of the business manager and working with 3rd party support, ensure compliance with backup, anti-virus and other security provisions at Wye School.

**3. SPECIFIC DUTIES**

**Service Operation**

* Respond to assigned helpdesk jobs with diligence, contributing to the meeting of SLA measures at Wye School.
* Log any helpdesk incidents reported verbally, to enable them to be adequately tracked, resolved and reported on.
* Search knowledge base/ logs of previous calls to inform diagnosis and resolution.
* Record detailed diagnostic information to assist with the building of the knowledge base.
* Where a satisfactory and immediate fix is not possible, escalate to the 3rd party support providers.

**IT Estate**

* Support, maintain and deploy all IT hardware and software resources used by Wye School without exception, subject to exclusions which the SLT wishes to make (e.g. Hall AV):
  + Install and test new peripherals;
  + Follow manufacturers’ instructions to support the use of hardware, such as installing drivers;
  + Perform basic PC hardware repairs and upgrades;
  + Diagnose and resolve basic PC, printer, peripheral and software faults;
  + Install applications and other software, configure and test and carry out any required maintenance of applications (e.g. install service packs);
  + Log and save users’ change requests and escalate through the helpdesk;
  + Install and maintain standard network cabling;
  + Perform basic diagnostic and recovery routines on network equipment;
  + Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server;
  + Implement disk space and printer quota policies;
  + Follow instructions to maintain user accounts and permissions.
* Contribute to the maintenance of an accurate and up-to-date hardware asset register at Wye School.
* Contribute to the maintenance of an accurate and up-to-date software register at Wye School, including license details, renewal dates and costs.
* Test and prove the efficacy of the backup procedures on a scheduled basis at Wye School.
* Actively maintain and monitor the anti-virus/ anti-malware provision and overall security of the IT systems at Wye School on a daily basis to ensure the integrity of data, systems and resources.
* Manage active network components including switches, routers at Wye School, escalating to second line support where necessary.
* Monitor Wide Area Network links at Wye School, escalating to second line support where necessary.
* Maintain internet filtering systems at Wye School.
* Be alert to any emerging technical risks at Wye School and escalate as appropriate.
* Support, assist and train as required all staff, students and visitors as deemed appropriate by Wye School.
* Maintain and issue consumables stock and provide user support where necessary.

**Personal IT Competences**

* An understanding of the management and troubleshooting of networked systems.
* A strong skillset in the management of users within a Windows environment.
* The ability to troubleshoot issues with hardware, identifying faults and resolving/ escalating as required.
* Familiarity with Microsoft desktop and server operating systems and Office applications.
* Previous experience of Apple products desirable.

**General**

* Develop excellent working relationships with colleagues internally, centrally and externally.
* Be an effective and flexible member of staff.
* Uphold academy policies and procedures at all times.
* Ensure any documentation produced is to a high standard and is in line with the in-house style.
* Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
* Participate in training and other learning activities as required.
* Participate in the Performance Management process.
* Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
* To represent Wye School at events as appropriate.
* To support and promote Wye School and United Learning’s ethos.
* To undertake any other duties and responsibilities as reasonably required by the Business Manager or SLT at Wye School.

**4. PERSON SPECIFICATION**

* 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 Office 365, in particular spreadsheets and databases.
* Ability to analyse and present data accurately to a range of stakeholders.

This post may involve both evening and weekend work either by prior arrangement or in outage situations. The post holder will need to demonstrate flexibility and willingness to adapt working hours around the business need of the School.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools’ IT Strategy or the incumbent of the post.