



Maidstone Grammar School  
*for Girls*

*Non sibi sed omnibus*

**Systems Technician**  
**Job Description**

<b>Post Title</b>	Systems Technician
<b>Grade</b> <b>Weeks per Year</b> <b>Hours</b>	Kent Range 5 37 hours per week, 52 weeks per year Mon-Thurs: 08.00 - 16.30 Fri: 08.00 - 16:00
<b>Date</b>	February 2021
<b>Responsible To</b>	Headteacher
<b>Reporting To</b>	Systems Manager

**Summary of Job:**

To assist the Systems Manager and Senior Systems Technician in the day-to-day running of the school's IT systems and to provide a high level of technical support to colleagues, students and other members of the school community.

**Outline of Main Duties and Responsibilities**

- Contribute to the efficient day-to-day running and maintenance of the school's IT and related systems. This will cover systems such as, but not limited to, the network infrastructure including end user devices, IP telephone system, CCTV system, printer and photocopiers and other peripheral items
- Provide prioritised technical support and advice across the school for members of our school community. This will involve monitoring and updating the IT helpdesk and completing support requests, escalating tickets to other members of the team where appropriate
- User account maintenance and administration
- Install, configure and test new and existing equipment. This may include desktop computers, laptops, Chromebooks, projectors, printers, wireless APs, audio/visual equipment and other peripheral items
- Install, configure and test new and existing software packages in accordance with licensing laws. This may involve local installations on devices or deploying software centrally across the network using software deployment tools
- Assist in the configuration of network infrastructure equipment
- Perform troubleshooting and diagnosis of hardware issues and carrying out repairs or upgrades where appropriate. This may involve liaising with third-party suppliers where service agreements are in place
- Perform troubleshooting and diagnosis of software related issues and deploying fixes where possible. This may involve liaising with third-party suppliers where service agreements are in place
- Provide recommendations about hardware and software requirements to the Systems Manager
- Assist in the daily administration of the school's cloud-based services including GSuite for Education and other educational based sites
- Assist in the administration and rollout of the school's 1-to-1 student Chromebook scheme
- Assist in the delivery of projects as directed by the Systems Manager
- Assist in the setup and delivery of audio/visual presentations and events as and when required. This may also involve covering out-of-hours events with prior arrangement by the Systems Manager
- Monitor levels of consumable items reporting any purchasing requirements to the Systems Manager
- Assist in the maintenance of the asset register ensuring records are accurate and up-to-date

- Ensure that all ICT suites are kept in a clean and tidy manner and perform start/end of day procedures. Regular health and safety checks, including visual inspections, will be carried out, reporting any concerns to the Systems Manager or Site manager as appropriate
- Assist in the delivery of training to end-users.

### General School Responsibilities

- Respect the confidential nature of all network data and ensure GDPR and security are maintained at all times, reporting any concerns to the Systems Manager
- Keep abreast of the latest advances in technology particularly within an educational environment
- Undertake appropriate training and professional development, as required by the school and in Consultation with the line manager and headteacher
- Comply with school policies and procedures (including those relating to Safeguarding, Equal Opportunities, Health and Safety, confidentiality and GDPR) and uphold the ethos of the school
- Support and contribute to the School’s responsibility for safeguarding students
- Maintain high professional standards of attendance, punctuality, appearance, conduct, and positive, courteous relations with students, parents and colleagues
- Demonstrate a willingness to work flexibly, occasionally outside of normal hours with prior arrangement by the Systems Manager
- To be available to cover lessons on an ad hoc basis as required
- To be available to attend school trips on an ad hoc basis as required
- Fulfil any other tasks reasonably requested by the line manager and headteacher.

## Person Specification

A list of qualities required always looks daunting. However, we would like to reassure you that we are realistic, and more interested in you as a whole person rather than in a tick-list of your attributes. It is not expected that you will have had the opportunity to develop each of the skills to the same level. Please use the statement in support of your application as an opportunity to tell us about your strengths, or the elements of your work of which you are most proud, and the ways in which you could make a contribution to this school. Thank you.

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● Specific training in computing related discipline</li> <li>● Graduate or equivalent level qualification</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>● Ability to clearly communicate technical information to a range of people with varying technical abilities</li> <li>● Excellent written and verbal skills</li> <li>● Ability to think outside the box with a logical approach to problem solving and troubleshooting</li> <li>● Ability to work independently as well as part of a team</li> <li>● Genuine interest and passion in using technology to support education</li> <li>● Willingness to develop own knowledge and undertake training</li> <li>● Capacity for hard work and high expectations of self and students</li> <li>● Ability to work to deadlines</li> <li>● Flexible and open-minded approach to work</li> <li>● Generosity of spirit</li> <li>● Willingness to contribute to extra-curricular activities</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>● Excellent communication skills, verbal and written</li> <li>● Strong knowledge of Microsoft technologies including operating systems and desktop software</li> <li>● Knowledge of Windows server roles and technologies would be advantageous</li> <li>● Knowledge of networking technologies and associated hardware. Experience of HP switches would be advantageous but not required</li> <li>● Knowledge and experience of wireless networks and technologies</li> <li>● Excellent troubleshooting and fault diagnosis skills</li> <li>● Strong organisational skills and ability to prioritise own workload</li> <li>● A knowledge of current educational developments, particularly in relation to technology</li> </ul>

	<ul style="list-style-type: none"><li>● A knowledge of GSuite for Education or other relevant cloud technology-based experience</li></ul>
<b>Experience and training</b>	<ul style="list-style-type: none"><li>● Experience of working in a customer focussed, service driven IT environment</li><li>● Willingness to take part in professional development</li><li>● Some experience of a secondary school context</li></ul>

***Our School and all its personnel are committed to safeguarding and promoting the welfare of the children. This post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.***

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