Fulston Manor School

**post: ICT Technician – second line support**

**Reports to: IT Co-ordinator Assistant Headteacher**

**Responsible to: IT Co-ordinator Assistant Headteacher & Network Manager**

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**Details of the Post:**

To assist the IT Co-ordinator Assistant Headteacher and Network Manager in the day to day management of the Trust’s IT network and associated systems. To provide a high level of technical support to colleagues, students both within the Fulston Manor Academies Trust and other schools who we offer ICT support to.

**Accountabilities:**

* Contribute to the efficient day to day running and maintenance of the school network and Internet in liaison with the IT Co-ordinator Assistant Headteacher and Network Manager. This includes the basic management of user accounts and print quotas.
* To provide prioritised technical support and advice across the Trust for both staff and students and other schools we support. This includes monitoring the IT helpdesk and completing support requests as appropriate.
* To install and test new/existing IT equipment including hardware, software and peripherals. Software installations must be carried out in accordance with licensing laws.
* To perform basic troubleshooting and diagnosis of PC, network and software issues (including peripherals) and perform basic maintenance, repairs and upgrades. This will also involve logging support calls with third party suppliers where appropriate and ensuring service levels are adhered to.
* To respect the confidential nature of all network data and ensure data protection and security are maintained at all times, reporting any concerns to the IT Co-ordinator Assistant Headteacher.
* To assist with the maintenance, upkeep and development of audio/visual systems within the Trust. This may involve liaising with third party suppliers where appropriate.
* To work in a safe and responsible manner in accordance with health and safety procedures and perform relevant health and safety checks. This includes visual inspections of IT suites and carrying out portable appliance testing.
* To contribute to the work of the IT technicians under the supervision of the IT Co-ordinator Assistant Headteacher and Network Manager in the delivery of projects and support requests.
* To monitor levels of consumable items and report any purchasing requirements to the IT Co-ordinator Assistant Headteacher.
* To demonstrate willingness to work flexibly, occasionally outside of normal hours with prior arrangement with the IT Co-ordinator Assistant Headteacher.

**Knowledge and Abilities:**

* Have a good understanding of Microsoft office applications especially 365.
* Have a good understanding of active directory and Microsoft server 2016 and 2019, Hyper V.
* Understand WiFi configurations and VLan.
* Ability to implement basic network cabling/ infrastructure
* Have an understanding of school MIS systems in particular SIMS
* Be able to solve IT problems independently
* Be able to determine when a problem needs escalating to the network manager of IT Coordinator.
* Be able to travel between the sites we offer support to.

**General Responsibilities:**

* Undertake appropriate training as required by the school and in consultation with the line manager and Headteacher.
* Comply with school policies and procedures (including those relating to Equal Opportunities, Health and Safety, confidentiality and data protection) and uphold the ethos of the Trust.
* Uphold the Trust’s behaviour code and uniform regulations.
* Undertake any other duties as required, commensurate with the post.

**Personal Qualities:**

* Displays an attention to detail and high degree of accuracy.
* Ability to work to deadlines.
* Excellent organisational skills and ability to prioritise own workload.
* Ability to work in a calm, efficient and friendly manner.

*Any other duties as might reasonably be expected within the role as directed by the tasks to be determined by the IT Co-ordinator, Assistant Headteacher.*



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