

JOB TITLE: IT Technician
REPORTS TO: Network Manager
SALARY: Scale 5
HOURS: 36 hours per week, 52 weeks per year

JOB PURPOSE:

To provide friendly and efficient first line support to issues raised through the ICT helpdesk, troubleshooting, and resolving calls raised and providing support to staff and students as appropriate.

To manage and maintain the school's network infrastructure, workstations and peripherals, printers, AV equipment and on-line resources to ensure the smooth running of ICT services in the school.

To help manage access and group policies for systems including Active Directory, SharePoint, Office 365, Adobe CC, Citrix, Cashless Catering Systems (Easy Trace), VMWare, Google Workspace, Paxton Access Control and Papercut.

This is a crucial position in the school with a significant impact on teaching and learning in all subject areas. The post holder is line-managed by the Network Manager.

PRINCIPAL RESPONSIBILITIES/DUTIES:

OPERATIONAL

- To be the first line of response for all ICT issues in the school
- Provide first line support to colleagues in the use of software the school uses
- Provide friendly and efficient troubleshooting, solving problems wherever possible and escalating them where necessary
- Support the network by managing the account set ups of new members of the school community and restricting access to the system for leavers in line with policy requirements.
- Installing software as directed, including the management of SCCM for the deployment of software and upgrades as required.
- To configure and install new ICT equipment and dispose of obsolete ICT equipment in accordance with financial regulations/school ICT policy.
- Support the school's web filtering and monitoring solution and raising concerns to appropriate staff for any issues to be dealt with
- Setting up equipment for exams, assemblies and events including live stream setups.
- To have a good understanding of GDPR and be aware of current security threats and respond proactively to any associated issues that arise.

- To manage virus protection and backups and guard against data or system corruption.
- Liaising with third party suppliers and contractors when required.
- Support the school with all ICT requirements through attendance at calendared events held by the school such as open evenings and school productions.

ADMINISTRATIVE

- Maintaining accurate and up-to-date records of all ICT hardware and software on site via the asset register and internal knowledge base. This includes items signed out/in to staff, for example, laptops and digital projectors.
- Ensure appropriate stock levels of consumables are maintained such as printer cartridges/ projector lamps etc.
- Contribute to the ICT strategic planning document

COMPLIANCE

- Support the monitoring of hardware and software and ensure all software is licensed appropriately.
- Support the setting up of security parameters and ensure virus checks are implemented.
- Support the IT Network team in their role to comply with policies and procedures relating to child protection, health and safety, security and data protection, reporting any concerns to the appropriate person as identified in the relevant policies.
- Security procedures must be followed when using ICT systems and particular care and attention should be taken with any actions that may result in a breach of GDPR.
- All staff are expected to follow (and ensure students follow) the procedures as laid out in the School's Acceptable Use Policy.

PROFESSIONAL DEVELOPMENT

- Undertake training in any aspect of the job as necessary and providing training and instruction to relevant members of the school community.
- Support colleagues with their understanding and use of ICT technologies

GENERAL DUTIES

To carry out any other duties which senior leaders may reasonably, from time to time, deem suitable and in the interests of the school.

Health and Safety

Employees are required to work in compliance with the schools Health & Safety Policies and under the Health and Safety at Work Act 1974 (as amended), ensuring the safety of all parties they come into contact within premises or sites controlled by the school.

Safeguarding

Highgate Wood School is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations put in place. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures as set out by the

school. Any safeguarding or child protection issues must be acted upon immediately by informing the Designated Safeguarding Lead.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the school and the Network Manager.