HIGHGATE WOOD SCHOOL

JOB TITLE: **IT TECHNICIAN / SENIOR IT TECH**

REPORTS TO: **NETWORK MANAGER**

SUPERVISES: **NO SUPERVISORY RESPONSIBILITIES**

SALARY: **SCALE 5**

JOB PURPOSE:

- To provide friendly and efficient 1st 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 (EasyTrace), 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

- To be the first line of response for all ICT issues in the school
- Providing friendly and efficient troubleshooting, solving problems wherever possible and escalating them where necessary
- 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
- To manage virus protection and backups and guard against data or system corruption.
- Liaising with 3rd party suppliers and contractors when required**.**
- Maintaining and updating the ICT asset register and the internal Knowledge Base.
- To have a good understanding of GDPR and be aware of current security threats and respond proactively to any associated issues that arise.
- Be aware of current security threats

The IT Technician will also be expected to:

- Attend evening events where appropriate
- Assist on special occasions such as Open Evening and New Parents' Evening

- Carry out any other duties which the Senior Leaders may reasonably, from time to time, deem suitable and in the interests of the school.

Notes:

a) This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed.
b) This job description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and may be subject to modification or amendment at any time after consultation with the holder of the post. Headteachers also reserve the right to ask any member of staff to undertake any additional duties that may be necessary and reasonable to ensure the smooth running of the school.
c) It is anticipated that the postholder will take an interest in the well-being of the whole school and may wish to attend, for example, school concerts.

Generic Duties relevant to all members of staff

The school

It is expected that all staff work collaboratively as members of the school to share good practice, resources and ideas and realise the school's visions and aims. All staff should always act with professional integrity.

ICT

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.

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.