Job Description
Senior IT Technician

Leadership & Management

- To support all ICT assistants/technicians, including their induction, training (Joskos Solutions and Redbridge College Students)

- Providing technical advice, training and assistance in ICT related matters to all staff and students

- Identify problems and ensure their prompt resolution, advising co-ordinator of ICT of issues, potential improvements and projected developments.

- Monitor and manage the use of the Internet within the school and report issues to the IT Subject Leader

- Support the delivery of INSET programmes for staff as required

- Technically support the school's Digital Signage.

- As part of ICT team have responsibility for the effective management of budgets

- Negotiate best value rates with contractors and suppliers as necessary

- Arrange and give training sessions to staff to ensure that they are aware of procedures and regulations.

- Support the Headteacher and IT Subject Leader in advising the Governing Body and its committees as appropriate when required.

- Support staff in delivery of effective computing lessons

- Technically support the school's Digital Signage.

- Support with IT technician's performance management reviews and the setting of appropriate targets.

- To provide a high level of technical support and assume overall responsibility for all ICT systems, software, processes, hardware and equipment, including their management and maintenance

- To ensure that the IT systems are readily available for use by pupils and staff and to develop existing systems to provide new, faster and better services for the whole school.

- As part of Computing Team have responsibility for the effective management of budgets

- Support Online Safety Co-ordinators with the reporting/logging of online safety problems.

- Be responsible to the Headteacher

Strategic Overview

- Build and manage the effective development of the school's information and communications networks including the school's website

- Collate information, statistics and prepare reports as required by the Co-ordinator of ICT, Headteacher and Governing Body.

Other General Post Requirements

- Work with IT Subject Leader to develop and maintain high quality ICT networks.
- Ensure the Health and Safety requirements and other relevant regulations are in place.
- Fully trained in ladder operations, heavy lifting and officer/assessor for H&S of DSE (Display Screen Equipment)
- Establish and maintain good relationships with all students, colleagues and other professionals and provide a high quality support service.
- Manage and assist in the operation of the school's information and communication networks, undertaking appropriate repairs as necessary.
- Ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including back up schemes for the curriculum and administration ICT environments.
- Organise and manage the installation and configuration of hardware and software as required including new releases, testing and training for staff and students.
- Manage the maintenance log of problems experienced, changes and their resolutions, as well as update plans and drawings of locations of equipment, switches, cabling etc
- Manage and maintain accurate and up to date records of all ICT Hardware and Software on site including signing out and in hardware and equipment to staff e.g. laptops and digital projectors
- Undertake and ensure that all administrative duties, checks, documentation, reports and returns (internal and external) are completed accurately and submitted within required deadlines
- Ensure that financial procedures and activities are carried out as required within the department such as placing purchase orders and authorising invoices for payment.
- Attend relevant meetings and training sessions as required
- Seeks, considers and acts upon professional support and advice as required and in liaison with the Subject Leader of IT
- Monitor and manage print services
- Ensure school is compliant with Data Protection Laws (Legislation)
- Support with the management and delegation of work on the helpdesk
- Support management of the School's Communication System
- Responsible for the school's firewall
- Manage school's web filtering system
- Responsible to update inventory
- Create and test software builds
- Install and maintain interactive whiteboards
- Support with ensuring IT and Computing Policies are up to date

- Responsible for the school's virus protection
- Manage and support of school's CCTV System
- Administration of Integris G2 (e registration account support)
- Manage and Support Group Call
- Support Senior Management with IT
- Support Admin Office with IT
- Manage and Support Apple Systems/Contracts
- Manage and be responsible for all virtual managed servers
- Risk Assess IT Failure

Media Requirements

- Filming/editing/uploading concerts/events to social media and Xibo.
- Taking pictures of pupils, the school and events adding to image library
- Changing/updating pictures around the school
- Creating videos to advertise our social media
- Creating posters to promote social media
- Update social media
- Updating/maintain media equipment (school TV's inside and out)
- Complete Staffroom TV update
- Obtaining and trialling new software
- Obtaining quotes for camera's and other 'media' equipment (if product is >£300 must be over seen by Media Coordinator)

PERSON SPECIFICATION
ICT MANAGER/TECHNICIAN

Educational Qualifications:

- At least BTEC National Diploma level 4 or equivalent qualification or experience in relevant discipline i.e. ICT Networking equipment and software across an organisation

- Specific training in specialist area

Experience/Knowledge/Skills:

- Excellent interpersonal skills in order to relate well to all pupils
- To identify, research and develop new initiatives
- To organise, prioritise and delegate a wide range of work appropriately
- High level of oral and written communication skills
- Full knowledge of relevant Policies, Codes of Practice and Legislation
- Persuade, motivate, negotiate, influence work independently and as part of various teams.
- Understand all aspects of confidentiality and safeguarding.
- Experience in specific area in a learning environment

- Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation
- Very good numeracy/literacy skills
- Effective use of ICT and other specialist equipment/resources
- Ability to self-evaluate learning needs and actively seek learning opportunities
- Ability to relate well to children and adults
- Ability to work independently and collaboratively to ensure the delivery of agreed workload

Other Job Requirements:

- DBS check required and other safer recruitment checks.