

## **JOB DESCRIPTION**

**Job Title:** Senior ICT Systems Technician

**Grade:** LBR7

Full Time / permanent / 36 hours per week

**Responsible to:** Senior Leader Line Manager/ Business Manager / ICT Systems Manager

**Under the guidance of senior staff:**

- Lead and deliver front line IT support for students and staff to ensure consistent ICT delivery across the school to enable a high level of teaching and learning provision.
- Recommend information technology strategies, policies and procedures by evaluating the school's outcomes; identifying problems, evaluating trends and creatively anticipating requirements.
- Support the IT Systems Manager in the implementation of the medium and long term coordinated planning, taking the lead for specific aspects or projects as directed by Line Manager and Senior Leadership.
- To enable students' access to learning by providing technical advice and support in the practical and technical aspects of the curriculum by preparing, maintaining and organising equipment and materials.
- Working with the Senior staff and IT Manager to support the strategic plan of the IT development needs and improvement priorities to ensure State of the Art IT and digital learning and support facilities.
- Project manage system upgrades and new development when required, including the introduction of new hardware and software to the school.
- To regularly review internet access and devices use to ensure effective safeguarding and security is taking place
- Administer IT provision to a high standard ensuring that it meets the needs of the school.
- Line management, training and appraisal of trainees' staff when they are in post
- Liaise between managers/teaching staff and support staff researching for creative and innovative solutions as appropriate and recommending next steps
- Responsible for the management of stock levels, including management of a budget and regular audit of resources.
- Ensure an up to date understanding and knowledge of IT systems and ensure engagement with training to facilitate the role
- Deputise for the IT & Systems Manager in all aspects of the role when required
- To work flexibly with other members of the IT and Site team to ensure that the needs of service users are always met promptly and appropriately.
- To uphold and support the positive behaviour ethos of the school and follow the school's policy for behaviour.
- In conjunction with the IT Systems Manager, define and take accountability for the Service Level Agreement for the departments, and reviewing strengths and weaknesses with recommendations for review.

**Key tasks:**

1. Contribute to planning, development and organisation of systems, procedures and policies.
2. Ensure that the school's network runs efficiently providing technical support on hardware and software problems and investigating faults.
3. Manage the investigation and diagnosis of the IT provision providing first & second line support in network problems, seeking assistance where required.
4. Ensure new equipment including PCs, mobile devices, classroom touchscreens etc are suitable to meet the needs of the school, offering support and training as required.
5. Equip, maintain, and run school hall installations for assemblies and meetings.
6. Maintain web filtering and add sites that are inappropriate to students to the block list.
7. Manage and maintain system integrity and security by changing passwords on the system and informing staff of any changes.
8. Add, maintain and remove user network accounts where appropriate in accordance with the Schools Password Security Policy and ICT User Policy
9. Monitor security, patching devices and ensuring data protection compliance.
10. Coordinate a plan for security updates of workstations, inform staff of critical updates, and manage licences of software for workstations and servers.
11. Under the guidance of senior managers, develop the security and long-term planning of the network.
12. Investigate new technologies and work within an agreed budget to purchase, install and ensure all staff are conversant and confident in the use of new equipment.
13. Develop and maintain ICT infrastructure that supports staff and students using specialist and general ICT facilities.
14. To provide support for staff and student inductions in the use of ILT and other equipment and software, producing help sheets and providing training for individual and groups of staff as required.
15. Install hardware and remove software on workstations. Ensure maintenance of all hardware, software, and equipment.
16. To provide help, advice and training to users to help them obtain best performance from school IT equipment and software.
17. Lead the induction for new users (staff and students) for school systems and packages; identifying future training opportunities.

18. Keep an inventory of all equipment, ensure that all equipment is security tagged/marked after purchase.
19. Maintain printers in terms of refilling printer toner and ink cartridges, head cleaning and alignment.
20. Pre-load software prior to lessons.
21. Ensure the efficient running of the ICT classrooms for use.
22. Liaise with external support agencies and suppliers as appropriate.
23. Review and update appropriate school policies in relation to IT, network and security.
24. To keep up to date with systems knowledge through Continuous Professional Development and upskilling.

### **Helpdesk Support**

1. Ensure all incidents/requests reported by users are accurately logged, prioritised, and given initial support, resolving as many as possible during the initial support period and assigning unresolved incidents/requests to appropriate ICT support team members.
2. Ensure incident/requests that cannot be directly resolved; are assigned with the correct priority setting and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
3. Track the resolution of incidents/requests so that they continue to be progressed within agreed service levels and escalate in accordance with agreed service level targets.
4. Ensure all incidents/requests are handled promptly and effectively such that agreed service levels are met; be pro-active in ensuring users receive appropriate and applicable tailored advice and guidance and make effective use of the facilities available to them.

### **School Policies**

Ensure that all duties and responsibilities are carried out in accordance with Health & Safety at Work Policy. Be aware of and comply with policies and procedures relating to child protection, health, safety & security and confidentiality, reporting all concerns to an appropriate person. Contribute to the overall ethos, work and goals of the school.

**The following duties and expectations are common to support staff across the school:**

- To always maintain confidentiality
- To carry out any other duties including before and after school, on and off site as directed by the SLT.
- To engage actively in the Performance Management Review process
- To carry out the duties in the most effective, efficient and economic manner available
- To co-operate with other colleagues to ensure a sharing and effective usage of resources to the benefit of the school, department and the students.
- To contribute to the promotion of the school, contributing to the overall ethos, work and aims of the school.
- To present a positive personal image and appreciate and support the role of other professionals.
- To attend relevant meetings as required
- To be courteous to colleagues and students and provide a welcoming environment to visitors and telephone callers.
- To promote Equality and Diversity and Customer Care throughout the role and with day to day duties.
- To comply with Data Protection and Health & Safety legislation to include Safeguarding systems.
- To carry out any other duties pertinent to scope of the post as directed by the Headteacher or designated authority.

**Training and Development**

The school has a shared responsibility with the jobholder for identifying and satisfying training and development needs. The jobholder is expected to actively contribute to their own continuous professional development, and to attend and participate in any training or development activities required to assist them in undertaking their role and meeting their safeguarding and general obligations as directed by SLT.

**Health and Safety**

The jobholder is required to exercise their duty of care by taking responsibility for their own health and safety, and the health and safety of other people who may be affected by their acts or omissions (failure to act). Full guidance regarding health and safety is set out in the Health and Safety Policy, and in any risk assessments relevant to the jobholder's role or circumstances.

**Equality and Diversity**

Caterham High School is committed to equality and values diversity. As such it is committed to fulfilling its equality duty obligations and expects all staff and volunteers to share this commitment. The duty requires the school to have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share characteristics, such as age gender, race and faith, and people who do not share them. Staff and volunteers are required to treat all people with whom they come into contact with dignity and respect and are entitled to expect this in return.

### **Safeguarding**

The member of staff will be required to safeguard and promote the welfare of children and young people and follow school policies and the staff code of conduct. They will uphold, support and act upon the school's Safeguarding Policies and practice ensuring they have up-to-date knowledge of relevant safeguarding legislation and guidance in relation to working with and the protection of children and young people. Every member of staff is responsible for ensuring that the school child protection policy is adhered to, and concerns are raised in accordance with this policy. They will attend Safeguarding meetings and events as appropriate and work with the Safeguarding Lead to promote strong, secure systems and development of ethos across the school.

### **Working ethos**

Caterham High School expects all staff to work effectively as part of a team or teams, delivering high-quality education and support to staff and students. As a minimum, this requires dealing with people politely and tactfully, communicating with colleagues and students both formally and informally (but professionally), offering guidance and information in accordance with school guidelines, policies and procedures when requested and contributing to the maintenance of the school environment. In order to do this, staff are expected to make themselves aware of the relevant policies and procedures. All staff are required to maintain confidentiality as required.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that a post holder will carry out.

Employees will be expected to comply with any reasonable request from a manager or be required to do other duties appropriate to the level of the role, as directed by the Headteacher.

This job description will be reviewed at regular intervals and is subject to change as the needs of the school evolves.

I have read, understood and accept the above job description.

Last review date: April 2024

Next review date: April 2025

Headteacher's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Postholder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## PERSON SPECIFICATION

<b>EXPERIENCE AND KNOWLEDGE</b>	<b>Essential</b>	<b>Desirable</b>
Honours Degree or equivalent qualification in ICT or other relevant course		x
Previous experience of a technician role in school or other educational institution		x
<b>SKILLS</b>	<b>Essential</b>	<b>Desirable</b>
To have excellent organisational skills, allowing for prioritising of workload	X	
Working knowledge of school-based systems		x
To have a keen interest in ICT developments, specifically in schools	X	
Ability to promote a positive ethos and to role model positive attributes	X	
Effective and excellent communication skills both in writing and verbally	X	
An understanding of the need for dealing with parents, pupils and outside agencies in a professional manner and to treat the information they provide as confidential	X	
Experience in a customer focused environment.	X	
Ability to work on own initiative and as part of a team	X	
Ability to work and liaise with a wide cross-section of people, including young people	X	
To have experience of working as part of an ICT department	X	
Experience of working in a School environment.		X
Experience of diagnosing issues of Windows computer issues in a networked environment. Sound knowledge of Apple and Android Operating Systems	X	
Sound knowledge of Active Directory		X
Sound knowledge of Microsoft Office 365 suite	X	
Possess a sound working knowledge of Computers and Laptops in a corporate network environment	X	
To have sound knowledge of a network firewall		X
Hands on experience of troubleshooting computers/laptops	X	
Experiencing assisting users troubleshoot problems with Microsoft Teams/One Drive		X
Understanding of Health and Safety requirements impacting on IT, Electricity, PAT testing and Working at heights	X	
<b>PERSONAL ATTRIBUTES</b>	<b>Essential</b>	<b>Desirable</b>
Understanding of data protection requirements	X	
To be solution, not problem focused. To be a 'team player'.	X	
Is highly credible and can model excellent behaviours	X	
Ability to provide IT Support in a friendly and calm manner	X	

**Health & Safety Functions**

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

<b>Function</b>	<b>Applicable to role</b>
Using display screen equipment	Yes
Working with children/vulnerable adults	Yes
Moving & handling operations	Yes
Occupational Driving	No
Lone Working	Yes
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No