

ALTRINCHAM COLLEGE

Job title: ICT SERVICES TECHNICIAN

Job Purpose: To ensure high quality ICT resources (hardware and software) are available to all school users when and where required. To be responsible for the maintenance of all such resources, identifying health and safety issues resolving resourcing issues quickly and efficiently.

Accountable to: ICT Network Manager

Hours of work: 31.25 hours per week

Scale: Band 3, points 17-21

Holidays: Term time only post plus 2 weeks

Duties and Responsibilities:

Altrincham College is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

- 1) Assist the ICT Network Manager in all aspects of ICT support/provision and deputise for them in their absence. To ensure ICT support is available at all times during the school day and support staff towards having greater level of self-confidence with the use of IT.
- 2) Maintaining equipment including:
 - a) connecting, setting up and checking PCs and peripherals for normal operation
 - b) daily checking of equipment – e.g. mice, keyboards, cables, paper/toner in printer etc
 - c) cleaning hardware where appropriate
 - d) performing workstation and peripheral (including whiteboards and projectors) upgrades and repairs to hardware (e.g. replacing laptop screens and keyboards)
 - e) identifying and initiating other repairs including keeping accurate records of all faults via established methods within the IT Services Department; informing the ICT Network Manager of problems and liaising with external suppliers where appropriate
 - f) ensuring the security of ICT equipment around the school
 - g) installing new workstations and peripherals, relocating existing workstations, and dismantling and disposing of old workstations and peripherals in line with agreed procedures
 - h) assist with installation of servers, install operating systems upgrades as required

- i) proactively managing any printing issues and co-ordinate stocks and supplies.
- 3) Setting up hardware, software and other equipment as requested by staff:
- a) ensure projectors/interactive whiteboards (IWBs) are available and working
 - b) support staff with assemblies
 - c) copy/burn CDs.
- 4) Supporting pupils and staff in the appropriate use of ICT:
- a) support staff and pupils in their use of ICT, to support teaching and learning
 - b) producing operating instructions for equipment and software as appropriate
 - c) producing identity cards in line with school procedures
 - d) capturing student fingerprints in line with school procedures
- 5) Assisting the ICT Network Manager in managing the school networks including:
- a) acting as front line response for help desk
 - b) performing diagnostic and recovery routines on network equipment
 - c) configuring network clients with appropriate server information and software
 - d) installing and setting configuration options for equipment such as switches and routers
 - e) performing routine tasks to maintain user accounts and permissions, including:
 - i) setting up user groups
 - ii) allocating and managing access rights
 - iii) setting up new users
 - f) installing software across the network and setting common options
 - g) maintaining hardware and software of the server
 - h) monitoring system logs
 - i) installing, configuring, and maintaining antivirus software across the network
 - j) administering e-mail accounts
 - k) dealing with problems with passwords, printers, Internet filter etc
 - l) assisting with the installation of additional servers and upgrading the network operating system
 - m) maintaining Internet filtering systems.
- 6) Assist the ICT Network Manager in keeping appropriate records of expenditure on hardware and software, support requests and actions taken:
- a) ensuring a suitable booking system for the ICT suites and other equipment is in place
 - b) keeping inventory up to date for IT hardware
 - c) ensuring software licences are up to date
 - d) ordering new hardware and software to meet school's needs and ensuring best value when requested by the IT Manager
 - e) checking and ordering printer toner, cartridges, etc and ensuring essential items are always in stock
 - f) maintaining all necessary documentation including systems manuals, cable diagrams, patching schedules etc.

- 7) Being aware and conversant with new and innovative ICT developments:
 - a) attendance of any ICT courses which may prove useful personally or to the whole school and disseminating information
 - b) sharing examples of good practice
 - c) attendance at ICT development meetings where necessary.

- 8) Ensuring that legal and contractual obligations relating to ICT resources, systems and services are met:
 - a) carrying out basic safety checks.
 - b) following relevant H&S regulations affecting ICT facilities, ensuring these are met and raise awareness among staff, pupils and other users
 - c) awareness of GDPR and be able and prepared to enforce these regulations
 - d) ensure legal obligations are met for control of software.

- 9) Participating as a full member of staff at the school, following school policies and procedures and supporting initiatives

- 10) Undertake such duties as may from time to time be reasonably assigned by the Headteacher or ICT Network Manager.

Review:

This job description is not necessarily a comprehensive definition. It will be reviewed annually and when appropriate. It may be subject to change or modification at any time after consultation.

PERSON SPECIFICATION

JOB TITLE: ICT Services Technician

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
1. Qualifications/Training etc.	
GCSE Grade C or higher in English and Maths or equivalent	A/C/I
Relevant post-16 ICT qualification, or two years relevant work experience	A/C/I
2. Experience	
Experience of Microsoft Windows 7 & 10, Microsoft Office, Windows Server 2008-2016, Active Directory, Group Policy, macOS desktop and server, vmware	A/I/T
Experience of hardware repairs e.g. replacement of laptop screens, laptop keyboards etc	A/I
Experience of providing ICT support	A/I
3. Knowledge	
Sound understanding of the fundamentals of networking	A/I/T
Legal, security and moral issues relating to the use of ICT in schools	A/I
Health and Safety issues related to ICT	A/I
4. Skills & Abilities	
An interest in education and desire to work with young people	A/I
ICT skills for the support and installation of computer hardware, networks operating systems, software, printers and other peripheral equipment.	A/I/T
Willingness to investigate new software and subsequently instruct others in its use	A/I
Ability to communicate effectively with a range of stakeholders	A/I
Self-motivated with ability to act on own initiative and resolve problems/faults independently or as part of a team	A/I
Conscientious and organised person who pays excellent attention to detail	A/I
Able to offer some flexibility in working hours	A/I
A willingness to undertake training and keep abreast of current issues relevant to own area of work through networks, conferences and other meetings	A/I
5. Desirable	
Familiarity with a wide range of computer platforms/software	A/I
Prior SIMS.net experience	A/I

Experience using Linux operating systems in a network environment	A/I
Experience with different programming languages e.g. C#, Python, Java etc	A/I
Previous experience of providing customer service	A/I

*** Method of Assessment**

A = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,
P = Presentation, **T** = Test, **AC** = Assessment centre