



SHIRLEY HIGH SCHOOL PERFORMING ARTS COLLEGE



Job Description

Job Title:	IT Technician	Salary (range where applicable)	
Reports to:	Network Manager	Directly Line Manages:	None

Overall Purpose The IT Technician is responsible for assisting the Network Manager to maintain the IT network throughout the school.

Key Responsibilities and Objectives: Key Elements:

General

This will involve:

- Assisting the Computer Network Manager as appropriate.
- Deputising for the Computer Network Manager as required.
- Liaising daily with the Network Manager to determine priorities and report on problems and solutions

Management of the school network

This will involve:

- Work on the school network on a day to day basis
- Routine network administration using management tools to ensure the network remains operational and efficient.
- Assist with the resolution of any hardware or software problems on the network.
- Deploy new applications across the network.
- Routine updates to the School website. Some website development may be required.
- Maintain the printer network.
- Maintain the wireless network.
- Monitor and promote computer security and ensure the network has up-to-date anti-virus protection.
- Setup and manage all passwords for the different systems for both staff and pupils on the network.
- Monitor network usage for inappropriate use by students and internet filtering of inappropriate sites.
- Monitor equipment for misuse and damage. Report and repair as necessary
- Install and upgrade approved hardware and software as required.
- Check that the network is backed-up successfully every day
- Liaise with external support and suppliers to resolve hardware and software issues
- A future requirement will be to integrate and develop Sharepoint functionality into the school network

Technical skills

Knowledge required:

- Knowledge of Windows server 2008/2012
- Working knowledge of Group Policies and Active Directory, to structure the network, maintain users and computers, and roll-out applications
- Deployment using Windows Deployment Services
- Web development using HTML & CSS with some Java scripting
- Working knowledge of network printer group setups
- Working knowledge of wireless networks
- Hardware repair – desktops, laptops, whiteboards and projectors.

Personal skills	This will include:
	<ul style="list-style-type: none"> ▪ Logical thinker with good fault finding skills ▪ Good interpersonal skills ▪ Ability to work on your own ▪ Practical with a willingness to get your hands dirty ▪ Proactive
Key Responsibilities and Objectives:	
Other Responsibilities	Key Elements:
	This will involve:
	<ul style="list-style-type: none"> ▪ To assist in training staff on the use of the computer software. ▪ Maintain and update an inventory of hardware and software. ▪ Monitor any work done on the network by external employees. ▪ Advise staff on the suitability of peripherals and software to run on the network ▪ To manage the staff's laptops ensuring that they are operating efficiently and for the purposes required. ▪ To co-ordinate the installation of interactive whiteboards and projectors, and ensure they are working efficiently
Key Accountabilities and Result Areas:	
Generic Duties and Responsibilities	Key Elements:
	This will involve:
Child Protection	<ul style="list-style-type: none"> ▪ Being responsible for child protection and promoting the welfare of all students and staff, ensuring that they are protected from harm. All staff have a duty of care to ensure that if there are any concerns relating to the welfare or safety of a child their concern is immediately relayed to the Designated Person with responsibility for safeguarding children.
Green Responsibilities	<ul style="list-style-type: none"> ▪ Demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) wherever possible in day-to-day work.
Data Protection	<ul style="list-style-type: none"> ▪ Being aware of the school's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held and ensure that all administrative and financial processes comply with this by maintaining records in accordance with the Act's guidance.
Confidentiality	<ul style="list-style-type: none"> ▪ Treating all information acquired through your employment, both formally and informally, in strict confidence.
Equal Opportunities and Anti Discrimination	<ul style="list-style-type: none"> ▪ Understanding, complying and enforcing equal opportunity within the work place. Undertaking any appropriate training and challenging racism, prejudice and discrimination or any unacceptable behaviour.
Health and Safety	<ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, pupils, parents and visitors. Employees should follow the School's Health and Safety Policy and Procedures, co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.
Contributing as an effective and collaborative member of the School Team	<ul style="list-style-type: none"> ▪ Participating in training to be able to demonstrate competence. ▪ Participating in first aid training if required ▪ Participating in the ongoing development, implementation and monitoring of the school and department improvement plans ▪ Championing the professional integrity of the School ▪ Supporting Teaching and Learning Focus, Best Value and electronic management of processes. ▪ Actively sharing feedback on School policies and interventions ▪ Undertaking any other reasonable request as required.

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- Professional Standards**
- Supporting high uniform standards by maintaining smart appearance and dress appropriate to the job for which staff have been employed (principal's decision is final)
 - All staff should arrive on time to commence their duties as described by contracts.
 - All staff are expected to attend on the days covered by their specific contract. When unable to do so the school should be contacted at the earliest available opportunity, advising the reason and when they will return and report to their line manager on return to work.
 - All staff are reminded that in their behaviour and conduct they are required to be positive role models for young, developing and impressionable minds.
 - All staff are expected at all times to treat each other, parents, pupils and members of the public with respect.

Person Specification

Job Title: IT Technician

- Essential knowledge:**
- NVQ 3 or equivalent qualification or experience in IT networks
 - Knowledge of Windows server 2008/2012
 - Working knowledge of Group Policies and Active Directory, to structure the network, maintain users and computers, and roll-out applications
 - Deployment using Windows Deployment Services
 - Web development using HTML & CSS with some Java scripting
 - Working knowledge of network printer group setups
 - Working knowledge of wireless networks
 - Hardware repair – desktops, laptops, whiteboards and projectors

- Essential skills and abilities:**
- Very good numeracy/literacy skills
 - Effective use of ICT and other specialist equipment/resources
 - Ability to work independently and collaboratively to ensure the delivery of agreed workload

- Essential experience:**
- Experience in specific area in a learning environment
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- Desirable Knowledge:**
- Specific training in specialist area
 - Full working knowledge of relevant polices/codes of practice and awareness of relevant legislation

- Desirable skills and abilities:**
- Ability to relate well to children and adults
 - Ability to self-evaluate learning needs and actively seek learning opportunities

- Desirable experience:**
- Experience in an education environment
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Special conditions: To undergo a successful enhanced DBS check.

I the undersigned confirm that I agree and understand the duties in this job description:

Name Print: _____ Name Sign: _____

Date: _____