

## Senior IT Technician – Job Description

<b>Job Title</b>	Senior IT Technician
<b>Pay</b>	Scale 6, Point 12-17 (£22,809 to £25,117, inclusive of fringe allowance)
<b>Full Time</b>	37 Hours per week, Full Time
<b>Hours</b>	Monday to Thursday 8.00am to 4.00pm Friday 8.00am to 3.30pm (of which one day a week is at college) 30 minute lunch break Considerable flexibility in working hours will be necessary including some evening work and very occasional weekend work, for which time-off-in-lieu will normally be given.
<b>Reports to</b>	Network Manager
<b>Liaison with</b>	Teaching staff, support staff and students within Chase High School. Key IT contacts within other schools in the trust. Third party service suppliers.
<b>Purpose</b>	To work with our team of IT technicians managed by the Network Manager to provide effective IT support to students and staff. To support other Primary and Secondary Schools within the Discovery Educational Trust, both by short and long term visits to site and by email and telephone.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Assisting the Network Manager in the day to day running of the school network.</li> <li>• Using a helpdesk system on a day to day basis. Assessing issues and requests and prioritising them in order of completion.</li> <li>• Setting up user accounts, carrying out password changes and deleting users.</li> <li>• Asset Management of all IT equipment.</li> <li>• Assisting the managing and maintain of the backup system</li> <li>• Printers – troubleshooting problems, both hardware and software and resolving. Adding and removing network and locally installed printers.</li> <li>• Website filtering – blocking and unblocking websites as needed. Reporting on internet usage when asked.</li> <li>• Setting up correct access levels for all users ensuring they can only see data relevant to them.</li> <li>• Workstations and Laptops – routine maintenance, fault finding and resolution.</li> <li>• Apple iMacs – Support, diagnose and resolve issues in the schools iMac suite.</li> <li>• Servers – To create and maintain servers in a virtual environment using server 2012, 2016 and 2019. Configure and deploy networking switches around the school and replace when needed.</li> </ul>

- Support workstations and laptops in a multi-platform environment including Windows 10.
- Replace and supply of printer consumables to staff and stock control of consumables.
- Daily checking and backing up of servers, troubleshooting any issues and resolving.
- Restoring files and folders from backup when needed.
- Resolving iPad and tablet software issues when they arise.
- Repairing and/or managing hardware repairs on apple iPads and other tablets.
- implementing password changes, and resolving work area problems (this includes detecting illegal access, lost passwords, bans)
- Keeping records of all users including the management of laptop loans
- Printing problems – both hardware and software – determining and rectifying the cause of faults
- Responding to requests to ban students – implementing the ban, removing their access, liaising with staff and managing all resulting paperwork
- Dealing with user problems as and when they occur – logging on access, password changes, software problems, internet access, print credits, advice on using software, etc
- Hardware – routine checking, fault finding and rectifying, general maintenance – base unit, monitors, mice, keyboards, printers, network cabling and switch fault diagnosis and rectification, etc. This may involve replacement, minor repairs or organising third party repairers, dependent on fault. Includes cleaning of mice, keyboards and screens on a regular basis.
- Replace and supply of peripherals and consumables – stock control of consumables and hardware ordering, distribution and paperwork, for departments
- Rebuilding computers following errors
- Build new workstations and laptops and add them to the network
- Assisting with laptop hardware and software problems when applicable
- To assist and train students and staff in the use of the Network when applicable.
- Updating pages on the intranet when required
- Changing telephone extensions and names on the school phone system
- Assisting the IT Manager and all IT related projects
  - Managing small to medium sized projects, from the initial conversations with the project requester through to completion.

	<ul style="list-style-type: none"><li>• Any other duties as requested by the Network Manager and Trust IT Manager.</li><li>• To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with the line manager</li><li>• To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.</li><li>• Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy</li><li>• The Governing Body is committed to safeguarding our students against radicalisation and extremism and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.</li><li>• The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the role, skills and grade.</li></ul>
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