ICT OperationsTechnician

Job title: ICT Operations Technician
Responsible to: ICT Senior Network Technician
Salary Range: Band 2
Working weeks/Hours: Full time

Purpose

The network technicians will ensure that the infrastructure and the end user devises are operational constantly so that curriculum and administrative systems can be accessed at all times. The Network technicians will also be responsible for the efficiency of the system for users, taking individual responsibility for separate elements of the system, ensuring users can access all aspects of the system and maintaining software which supports all staff and student usage.

Roles and Responsibilities

To maintain the school network, including laptop computers, so that it is fully available to all staff and departments and ensures that the classroom checks are performed reliably and accurately. Included within this, but not exclusively, is to:

- Ensure laptops are set up and allocated appropriately.
- Ensure all appropriate software is correctly on the system and on individual computers.
- Ensure classroom IT equipment is checked on a daily basis.
- Ensure all computers are operational, including those not in warranty, repairing hardware where possible and within the team's capability.
- Ensure down time of machines is kept to a minimum.
- Ensure Printers are operational and have sufficient consumables.
- Ensure anti-virus software is used and up to date.
- To liaise with appropriate staff to ensure all curricular ICT hardware, which is not part of the Network, is operational.
- To be available, with the technicians, during the school day to assist staff with their teaching by ensuring students have no problems accessing the computers.
- Ensure all IT helpdesk tickets are resolved within an appropriate timeframe.
- Ensure all IT assets are kept up to date within an asset tracking system.

Person Specification:

Experience

Essential

Experience of providing ICT support to a system of more than 500 end-user devices
PC office systems skills

Desirable

Experience of providing IT support in an educational establishment

Abilities, skills and knowledge

Essential

Good communication and inter-personal skills.
Analytical thinker and ability to act on own initiative and resolve common faults independently.
Demonstrates knowledge of ICT technologies, both hardware and software including a range of faults and general maintenance.
Commitment to working as a positive and constructive team member.
Ability to prioritise own workload and work as part of a team.
Good knowledge of:
- Microsoft Windows client operating systems
- Computer Hardware
- Microsoft Office applications

Desirable

Significant ICT skills for the support and installation of computer hardware, networks operating systems, software, printers and other peripheral equipment
Ability to resolve most ICT faults independently
Ability to undertake stock control and ordering
Detailed knowledge of ICT technologies, both hardware and software including fault identification and resolution
Good knowledge of:
- Microsoft networking technologies
- Antivirus systems, inc Sophos
- Networking infrastructure - cabling, routers, managed switches
- Microsoft TCP/IP, DNS, DHCP
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Education & Qualifications

Essential

5 GCSEs at higher grade including Eng & Maths & ICT or equivalent

Desirable
NVQ in ICT level 3 or equivalent