

## JOB DESCRIPTION

<b>Job Title</b>	Network Technician
<b>Reports to</b>	Systems Manager School Business Manager
<b>Liaison with</b>	Teaching staff, support staff, pupils.
<b>Job Purpose</b>	To work closely with the Systems Manager and network team to maintain the smooth day-to-day running of the school computer system and associated hardware, software and peripherals for network and standalone machines, servers and laptops.
<b>Duties</b>	<ul style="list-style-type: none"> <li>• Provide day to day support to the school community, either in person, via telephone or service desk software.</li> <li>• Problem diagnosis, advice and escalation to 3<sup>rd</sup> parties where required across a range of systems.</li> <li>• Provide day to day customer support and advice from network office hatch.</li> <li>• In absence of other network staff, cover day to day maintenance of school resources and provision of support service</li> <li>• Troubleshoot and resolve the day to day technical problems encountered by the school's network users within an adequate timescale.</li> <li>• Manage own workload of Support Desk calls, and resolve or escalate calls within a timely manner.</li> <li>• Liaising and communicating with other network staff to ensure an efficient, effective network team.</li> <li>• Configuration of workstations, networked and standalone.</li> <li>• Carry out a rolling programme of general projector maintenance.</li> <li>• Promoting relevant legislation and good practice, relating to Data Protection and Records Management, to the school community</li> <li>• Keep up to date with developments in existing installed applications, packages and those newly installed on the network.</li> <li>• Continue to develop a sound knowledge of systems and equipment available to end users in order to support and advise on their best use.</li> <li>• Train staff in the use and best practice of the school systems</li> <li>• Ensure all new IT based equipment in school is appropriately security marked.</li> <li>• Liaise with finance team to ensure they notify of any new equipment purchased in school that will need adding to the asset register and security marking.</li> </ul> <p><b>Assist with:</b></p> <ul style="list-style-type: none"> <li>• Support of the schools 0365 cloud based e-mail system.</li> <li>• Monitoring the schools AV system</li> <li>• Installation, upgrading and maintenance of hardware, software and peripherals where required, throughout the school.</li> </ul>

	<ul style="list-style-type: none"> <li>• Smooth running on all onscreen/ online exams and assessments ensuring all exam board requirements are met.</li> <li>• Ensure information is entered into team calendar to ensure whole team is aware of dates times and places.</li> <li>• Maintaining service desk knowledge base.</li> <li>• Registration of new equipment warranties to ensure support available if required.</li> <li>• Maintenance of machine spec inventory and ICT asset register.</li> <li>• The procurement of ICT equipment and ensure best value for the school as and when required</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• To facilitate and welcome all visitors to the school.</li> <li>• To carry out all duties in line with the Mission Statement and objectives of the school.</li> <li>• To participate in staff development to improve skills, knowledge and understanding relevant to the post.</li> <li>• At all times to carry out the duties in accordance with school-based policies and Health and Safety procedures.</li> <li>• Such other duties relating to the use of the premises as may be necessary from time to time in accordance with established local practice or within the reasonable requirements of the Headteacher and Governing Body.</li> <li>• The duties may be varied by the Headteacher and/or Governing Body to meet changed circumstances in a manner compatible with the post held.</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 line manager.</li> <li>• To comply with individual responsibilities, in accordance with the role, for health &amp; safety in the workplace.</li> <li>• Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy</li> </ul> <p>The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.</p>

***The key responsibilities are by no means exhaustive and the duties attached for this post may be varied from time to time at the discretion of the Headteacher in accordance with the needs of the school, and after consultation with the post holder.***

Post Holder signature ..... Date .....

Headteacher signature ..... Date .....

*Please return a signed copy of your job description to the Headteacher for retaining in your personal file.*