WEST HATCH HIGH SCHOOL
a Specialist Business and Enterprise School
"THE BEST THAT I CAN BE"
Headteacher: Mr D Leonard BSc (Hons), Med
High Road, Chigwell, Essex, IG7 5BT

Senior ICT Technician

37 hours per week x 52 weeks a year
Scale 7 Points 19 – 24
Salary - £25,481 - £28,672

Due to the success and continued growth of our school we are now looking to expand our IT Support team. We are seeking creative and energetic individuals who possess the skills and experience to assist our Information System Manager in the provision of a first class IT infrastructure to support quality teaching and learning across the school.

This is an exciting time to join West Hatch with an expansion of 350 students, new buildings to support and new technologies to implement. Why not come and join us on our journey?

West Hatch is a family and we are dedicated to developing staff and students into successful leaders. We offer wide ranging opportunities for staff to develop and take on roles that will support and open doors for them to progress in the future.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in the commitment. This appointment is subject to an enhanced DBS check and positive references.

Further details about this post and an Application Form are available by visiting our School website at **www.westhatch.net**

If you require additional information please contact recruitment@westhatch.net

Friday 23rd April 2021 at noon

Early applications are encouraged as we will review applications as we receive them; and applicants may be contacted before the closing date.

West Hatch High School

THE BEST THAT I CAN BE

IPTION Senior ICT Technician

Responsible to: Mr D Leonard - Headteacher

Line Manager: Information System Manager

Grade: Scale 7

Purpose of Job: Working under the direction of the Information Systems manager, the prime function of the Senior ICT Technician is to ensure that the school's ICT Network and facilities are correctly supported and maintained to improve the quality of ICT provision available to students and staff.

The Senior ICT Technician will be responsible for the following:

- The Hardware installation, upgrade and maintenance
- Management of the school's network systems, infrastructure, equipment and software
- User support – to develop efficient procedures that will assist all users
- Management of the school's website

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Example duties and responsibilities:

- Supervise and support the routine work of technicians and oversee the service provided to staff and students, ensuring that tasks are carried out in a timely manner
- Liaise with teaching staff regarding their requirements, to ensure that appropriate technical support and resources are provided in lessons
- Identify training needs and contribute to appropriate training, to ensure that all team members are effective
- Set up and manage all servers/systems, infrastructure and services, upgrading where necessary.
- Manage Active Directory, group policies and Office 365 environment including SharePoint, Exchange and Teams.
- Develop school wide media streaming services
- Manage educational systems to aid teaching and learning

- On-board all new users and manage access rights
- Maintain VOIP telephone system
- Maintain internal IT related examinations procedures including management of exam servers, creation of assessment account and group policy, archive/transfer of work and encryption for exam boards.
- To give advice of school requirements, upgrades new technologies and their application
- Assist in the management of developments from specification through procurement, to installation of new resources and facilities
- Assist the Information Systems Manager in ensuring efficient purchasing and procurement practice, ensuring value for money and best value and that financial regulations are met
- Liaise with and monitor the work of external contractors
- Ensure licensing requirements are met and accurate records maintained
- Assist in planning and developing the network structure, cabling and switches
- Oversee the development of the school website
- Ensure that hardware and software is correctly installed and supported
- Assist in the monitoring of long term contracts and leases, ensuring that the school's interests are protected
- Assist in ensuring the accurate maintenance of the ICT asset register
- Research, evaluate, test and install software
- Assist staff in use of all software
- Liaison with external service providers where required
- Ensure that safety hazards are monitored and that health and safety guidelines are adhered to
- Install SIMS and other software upgrades including server side applications where required
- Contribute to the planning and delivery of training
- Assist in ensuring compliance with copyright, GDPR and other licensing requirements
- 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.

- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace

- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy

- 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.

- 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 job, skills and grade".

March 2021

Person Specification: Senior ICT Technician

Qualifications and training *Evidenced through: Application*	**Essential**	**Desirable**
English/Maths GCSE (Minimum Level 4 or equivalent). Relevant technical qualifications/experience in Windows Server/Desktop Environments. Excellent diagnostic and technical troubleshooting skills.	✓	
MCSE technical qualifications (or equivalent/relevant). Child Protection and safeguarding training. Good understanding of GDPR and requirements.		✓

Experience/employment record *Evidenced through: Application/Interview*	**Essential**	**Desirable**
Thorough understanding of Server/client systems and networks. Management of IT Helpdesk experience. Working in a similar role with line management responsibilities. Extensive experience in: Windows Server management including Hyper-V, Active Directory, Group Policy, DHCP, DNS, SIP, WDS, VOIP, RDP, AD Connect and Azure AD. Excellent fault finding and problem solving skills and experience. Management network infrastructure including fibre, switching/VLANS. Experience of working to IT policies and best practice Experience of installing and managing a range of school software packages including Management Information Systems. Experience managing Office 365 – SharePoint, Exchange and Microsoft Teams	✓	
Working in a school setting Website management experience Good experience of how IT is used in teaching and learning.		✓

Personal qualities *Evidenced through: Application/Interview*	**Essential**	**Desirable**
Confident, calm with a professional attitude Approachable Adaptable and flexible – able to respond to emergencies Responds positively to change including implementation of change Organised Resilient Able to multi task and organise the work of others Ability to work independently and part of a team Good communication skills – written and verbal Co-operative and able to support non-specialist colleagues Ability to develop positive relationships with students and staff Able to build effective relationships with third party organisations Positive and collaborative ‘can do’ attitude	✓	