



The King Edmund School

A Business & Enterprise and Applied Learning Academy

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Headteacher Jonathan Osborn, BSc (Hons)

JOB DESCRIPTION (including Objectives for Training Period)

Job Title	Network Technician Assistant	
Reports to	Systems Manager Assistant Head teacher – Student Progress	
Liaison with	Teaching staff, support staff, pupils.	
Job Purpose	To work closely with the Systems Manager and Senior Technician 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.	
Main Duties	<ol style="list-style-type: none"> 1. Provide basic day to day support to the school community, either in person, via telephone, service desk software or office window 2. Ensure all new IT based equipment in school is appropriately security marked. 3. 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. 4. Liaising and communicating with other network staff to ensure an efficient, effective network team. 5. Manage own workload of Support Desk calls, and resolve or escalate calls within a timely manner. 6. Carry out a rolling programme of general projector maintenance. 7. In absence of other network staff, cover day to day maintenance of school resources and provision of support service 8. Configuration of workstations, networked and standalone. 9. Promote relevant legislation and good practice, relating to Data Protection and Records Management, to the school community 10. Keep up to date with developments in existing installed applications, packages and those newly installed on the network. 11. Continue to develop a sound knowledge of systems and equipment available to end users in order to support and advise on their best use. 12. Problem diagnosis, advice and escalation to 3rd parties where required across a range of systems 	To be competent within <ol style="list-style-type: none"> 1. 1st month 2. 1st month 3. 2-3 months 4. 2-3 months 5. 3-4 months 6. 3-4 months 7. 6 months 8. 6-9 months 9. 8-12 months 10. 10-12 months 11. End of Year/ongoing 12. End of year

Assist with	<p>13. Ensure information is entered into team calendar to ensure all members of the team are aware of dates times and places.</p> <p>14. Installation, upgrading and maintenance of hardware, software and peripherals where required, throughout the school.</p> <p>15. Smooth running on all onscreen/ online exams and assessments ensuring all exam board requirements are met.</p> <p>16. Maintenance of machine spec inventory and ICT asset register.</p> <p>17. Maintaining service desk knowledge base.</p> <p>18. Registration of new equipment warranties to ensure support available if required.</p>	<p>13. 1st month</p> <p>14. 2-3 months</p> <p>15. 2-3 months</p> <p>16. 3-6 months</p> <p>17. 9-12 months</p> <p>18. 9-12 months</p>
General	<ul style="list-style-type: none"> • To facilitate and welcome all visitors to the school. • To carry out all duties in line with the Mission Statement and objectives of the school. • To participate in staff development to improve skills, knowledge and understanding relevant to the post. • At all times to carry out the duties in accordance with school-based policies and Health and Safety procedures. • 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. • The duties may be varied by the Headteacher and/or Governing Body to meet changed circumstances in a manner compatible with the post held. • 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 <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.