**Post responsible to:** Network Manager and School Business Manager

**Post responsible for:** The post has no responsibility for staff

**Main Purpose of the job: IT Technician**

The ICT Technician is an important part of the ICT team. The school is increasingly dependent on its ICT systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work to optimum effect.

You are required to help maintain all aspects of the school’s ICT Infrastructure and to provide technical support, training and guidance to all end users.

**Duties:**

* Work as part of a team to maintain the school’s ICT infrastructure.
* To support staff and students with the set-up and preparation of ICT equipment around the school.
* To be first point of call for all Staff and Student Technical Issues, logging all jobs in the help desk system.
* Manage end user network accounts and email accounts as directed by the network manager.
* To ensure staff and student username and emails addresses are correctly added to SIMS.
* Provide technical training, support and advice to all end users of the ICT Network.
* To support visitors in the use of school visitor WiFi and assembly systems.
* To complete weekly checks of all ICT suites and log faults in the help desk system.
* To complete daily checks of the school’s laptop trolleys, logging faults in the help desk system.
* To assist staff in the use of the school’s laptop trolleys.
* Install, maintain and clean computer hardware, laptops and peripherals.
* To diagnose faults and undertake repairs as required, liaising with third party providers for repair when necessary.
* To assists the network manager with installing, configuring, testing and deployment of system and client applications.
* Administer the schools Internet Filtering Solution, Email System, and report any concerns in line with the school policies and safeguarding.
* To assists the network manager in the deployment and maintenance of all Virtual Servers, Physical Hosts and Network Switching Infrastructure.
* To assists in the management of additional school system e.g. Cashless Catering.
* To assists in managing the schools MDM solution including music iMacs.
* To be responsible for changing backup’s tapes weekly, working with the network manager to ensure backups are successful.
* To ensure the ICT network manager is aware of all changes that you want to make to the Network, Software and Hardware.
* Maintain an up to date inventory of ICT equipment.
* To keep abreast of technological developments and encourage the use of ICT at all levels.
* Maintain stocks of spare parts and consumable items.
* Any other ICT related tasks as requested.

As part of the conditions of employment, the postholder can be expected to undertake such other duties commensurate with the grade and/or hours of work as required by the school’s Senior Management. These duties are not exhaustive or exclusive. The duties may be varied provided that any other duties are appropriate to the grading level of the post.