

## Smithills School

### JOB DESCRIPTION

**Job Title:** I.T. Technician

**Job Grade:** Grade E, Points 11-17 (£21,166 to £23,836)

**Hours / Weeks:** 37 hours per week. Full year

**Reports to:** I.T. Manager

**Responsible for:** N/A

**Liaison with:** Teaching staff, support staff, Principal, pupils, external customers.

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| <b>Job Purpose:</b> | <p>To provide an efficient and effective I.T service to the school.</p> <p>Assist with administration of all I.T networks, infrastructure, computer workstations, software and peripherals.</p> <p>To provide Desktop &amp; Application Support to staff and students.</p> <p>To monitor and assist in planning changes in the school's I.T resource for safe, effective use by pupils and staff.</p> <p>To follow current processes to manage configuration and change within the school. Ensure school policies and procedures are followed to secure the integrity of the schools data.</p> <p>To undertake any other appropriate duties, as requested by the line manager, to assist with the efficient running of the school's support services.</p>   |
| <b>Main Duties:</b> | <p>To ensure that ICT equipment is maintained and repaired as necessary across school.</p> <p>To provide hardware and software support for desktop computer, printers etc.</p> <p>To carry out installation of new ICT equipment.</p> <p>Using the schools IT service desk system to manage workloads and priorities by delivering a prompt response to I.T support requests, balanced with the need for planned monitoring and maintenance of the wider ICT service demands.</p> <p>To assist with trouble-shooting and diagnostics on hardware/software including Servers, Routers, Switches, Cabling and Wi-Fi.</p> <p>To assist with, and contribute to the preventative maintenance, monitoring and support of the Server &amp; Network infrastructure. (Windows Server 2012 / 2016)</p> <p>To undertake network administration tasks including the creation of and updating of user accounts.</p> <p>To support staff and students in their use of ICT including interactive whiteboards, projectors and visualisers.</p> |

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|                         | <p>To update and maintain the asset register.</p> <p>Liaise with external support agencies when required.</p>  |
| <b>Essential Skills</b> | <p>Ability to install, support and configuration desktop operating systems such as Windows 7 /10 and Office2016 suite.</p> <p>Familiar with Windows Active Directory, Group Policy, DNS, DHCP.</p> <p>Familiar with Exchange server administration.</p> <p>Basic knowledge and experience of scripting (PowerShell/VBScript/Batch)</p> <p>A good understanding of TCP/IP Networking, (TCP/IP, DNS, DHCP, VPN, VLAN's).</p> <p>Ability to quickly understand unfamiliar applications and support them to a high standard.</p> |
| <b>Desirable Skills</b> | <p>Relevant IT Qualification</p> <p>Experience in working in a school environment and experience of SIMS</p> <p>Office 365</p> <p>VMware administration</p> <p>Citrix Xendesktop administration</p> <p>Wi-Fi management</p> <p>WDS, MDT, NPS</p>   |

The duties above are neither exclusive nor exhaustive and the post holder may be required by the Principal to carry out appropriate duties within the context of the job, skills and grade.