



Job Description

(See Person Specification overleaf)

Job Title: IT Technician

Scale: H6

Hours: 37

Contract: Permanent full-time

Core purpose

- Support the Network Manager in the effective running of all the school's ICT facilities for the key purpose of Teaching, Learning and Administration
- To deputise for the Network Manager as appropriate
- To provide an efficient and effective IT diagnostic and repair service and solutions to IT problems for staff and students
- To keep up to date with IT developments and advise on the long term strategic view for the school

Core leadership qualities

- Excellent communication skills
- Commitment to high standards and timely delivery of targets
- Ability to work under pressure

Specific Responsibilities

- Maintain an effective help desk for all ICT requests, log all support calls and keep a log of all breakdowns and alterations to the network.
- Install, configure and test computer software for use by pupils in lessons, and staff for administration purposes.
- Assist the Network Manager in the maintenance of all the ICT hardware and software.
- Perform regular health checks on ICT equipment and carry out essential housekeeping tasks and routine maintenance.
- Liaise with suppliers and external support companies as appropriate.
- Support teaching staff in the use of up to date technology, including laptops, multi-media and interactive whiteboard systems.
- Support the Network Manager in the upgrades to the network including server and workstation operating systems and hardware.
- Maintain consistent data backups and recoveries to comply with the school Disaster Recovery Plan.
- Support teaching staff in the use of up to date technology including laptops, multi-media and interactive whiteboard systems
- To maintain confidentiality of information acquired in the course of undertaking duties.
- To be aware of and adhere to the school's policies for staff conduct, data protection, health and safety and equal opportunities
- Maintain inventory of all hardware and software for auditing purposes.
- To be aware of and work in accordance with the school's child protection policies and procedures in order to safeguard and promote the welfare of children and to raise any concerns relating to such procedures which may be noted in the course of duty Support teaching staff in the computer rooms when required.
- Assist Network Manager in the in the management of the Database Administration Systems i.e.

THE HEMEL HEMPSTEAD SCHOOL



SIMS / FMS etc.

- To support IT aspects for school assemblies and events.

Outcomes

- Consistently high standards of network performance and ICT resources required for delivery of National Curriculum ICT and Administration.
- Professional attitude towards performance and team membership.
- Improved professional development
- Targets delivered on time and in accordance with requirements of Government, School Leadership and Governing Body.

Line manager: IT/ICT Network Manager

Line management responsibility for: not applicable

Person Specification: Criteria

Professional Experience, Skills and Commitment	Essential	Desirable
<ul style="list-style-type: none"> • Experience of managing networks with multiple servers. • Understanding of network protocols, data communications and network security. • Experience of client and server operating systems. • Experience of providing user support for Microsoft applications and in-house software • Ability to prioritise. • Logical and thorough approach to problem solving. • Commitment to finishing tasks within agreed time scale, having a flexible approach to working hours, always ensuring the needs of the school are met. • Good communication skills • Disciplined, with attention to detail • Ability to work under pressure and keep to deadlines • Ability to work as part of a team • Flexibility: ability to change as the job requires and adapt to new skills, systems & procedures • Experience of working in a school or similar environment • Willingness and motivation to develop own skills and to learn new systems 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	