



# BISHOP VESEY'S GRAMMAR SCHOOL

## JOB DESCRIPTION

**Job Title:** SENIOR ICT TECHNICIAN

**Grade:** NSC5 spinal points 12-18

### JOB PURPOSE

To provide assistance/support to the IT team, teaching staff, support staff and pupils. Provide day-to-day technical support to the end users, including teaching staff, support staff and pupils. Respond to support requests in a professional and approachable manner, assisting with the use of hardware, software and systems to ensure teaching, learning and administrative activities are not disrupted. Work collaboratively with colleagues to resolve issues efficiently and escalate more complex problems when required.

Take responsibility for the general upkeep and routine maintenance of all school IT equipment, ensuring devices are safe, operational and fit for use. Carry out regular checks, updates and minor repairs, identify emerging faults, and report or escalate issues that require further attention. Support the longevity and reliability of equipment through proactive maintenance and best practice handling.

### MAIN DUTIES AND RESPONSIBILITIES

Your duties and responsibilities will include:

### KEY RESPONSIBILITIES

- Responsible for the installation, configuration, upgrading and ongoing maintenance of all IT hardware and software across the school. This includes desktops, laptops, tablets, servers, operating systems, classroom technology and core applications, ensuring systems remain secure, reliable and fit for purpose.
- Diagnose faults and carry out repairs on IT and associated equipment, either directly or through appropriate third-party suppliers. Ensure minimal downtime by prioritising urgent issues and following agreed repair and escalation processes.
- Create, maintain and deploy standardised computer images in line with Trust and school requirements. Ensure images are regularly updated with security patches, software updates and configuration changes, and support mass deployments and device refresh projects.

- Maintain and support associated ICT equipment such as printers,
  - interactive whiteboards, projectors, scanners and audiovisual equipment. Ensure resources are operational, correctly configured and
  - supported within classrooms and offices.
- Support and maintain the school's network infrastructure, including wired and wireless networks, internet connectivity, filtering systems and email services.
- Monitor performance and availability, identify issues proactively and work with Trust IT Managers and suppliers where required.
- Keeping comprehensive records of all equipment and resources, ordering new as required
- Maintain accurate and up-to-date records of all IT equipment and resources. Identify when equipment requires replacement or upgrade and coordinate the ordering, delivery and deployment of new assets in line with budgets and procurement processes.
- Monitor stock levels of peripherals and consumables such as
  - keyboards, mice, headsets, cables and replacement parts. Ensure
  - sufficient availability to support teaching, learning and operational needs without unnecessary delays.
- Maintain awareness of developments in educational technology and IT best practice. Provide informed advice to staff and managers on potential improvements, upgrades or new solutions that may benefit the School.
- Ensure appropriate backup procedures are followed for user and system data. Support data recovery and restoration where required, following agreed policies and data protection requirements.
- Provide clear advice, guidance and, where appropriate, demonstrations to pupils and staff on the effective and safe use of IT systems.
- Tailor support to the technical ability of users and promote confidence in using technology.
- Respond to and resolve day-to-day technical issues reported by users, using a logical and methodical approach. Record, track and prioritise incidents and requests, ensuring timely resolution and clear communication throughout.
- Advise users on appropriate software, systems and usage in line with school policies, licensing agreements and best practice. Promote secure and responsible use of IT resources.
- Providing support to teachers and other staff by installing and operating required IT packages/systems. Support teaching and administrative staff by installing, configuring and assisting with the use of required IT systems and applications. Provide timely support to enable effective lesson delivery and operational work.
- Maintain the IT asset database, ensuring all equipment is accurately recorded, tracked and updated throughout its lifecycle, including deployment, relocation, repair and disposal.
- Contribute to the planning and development of ICT resources by providing technical input, usage data and practical insights to support long-term strategy, sustainability and value for money.

- Support the training and development of IT Technicians by providing instruction, guidance and knowledge sharing.
- Assist with onboarding, skills development and the promotion of consistent technical standards and practices.
- To promote the safeguarding and welfare of people you are responsible for or come into contact with.
- To ensure all tasks are carried out with due regard to Health & Safety policy and procedures.
- To ensure all tasks are carried out with due regard to all school policies and procedures including the Equality & Diversity Policy, Staff Code of Conduct and Use of Social Media Policy.
- To undertake appropriate professional development including adhering to the principle of performance development.
- Develop professional and productive relationships with all colleagues and stakeholders.
- To adhere to the ethos of the school.
  - To promote the agreed vision and aims of the school.
  - To set an example of personal integrity and professionalism
  - Attendance at staff meetings, parent evenings and school events as appropriate.
- Any other duties as commensurate within the grade in order to ensure the smooth running of the school

## Person Specification

Category	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> <li>GCSEs (A*-C/5 or above) in Maths and English or equivalent OR relevant qualification at level 2 (or equivalent)</li> <li>Willingness to work towards relevant qualifications as appropriate</li> <li>Willingness to undertake training in systems implemented by the Trust.</li> </ul>	<ul style="list-style-type: none"> <li>IT qualification or certificate, e.g. CISCO (CCNA), Microsoft (MCP), (MCSE), (MCSA)</li> <li>ITIL (Information Technology Infrastructure Library) qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of dealing with stakeholders at all levels.</li> <li>Experience of managing priorities in a pressurised environment whilst meeting agreed deadlines/timescales and targets.</li> <li>Experience of working in an education environment.</li> <li>Experience of high-level ICT related problem solving</li> </ul>	<ul style="list-style-type: none"> <li>Experience of leading and managing an IT helpdesk</li> </ul>
Knowledge & Skills	<ul style="list-style-type: none"> <li>An excellent knowledge of the technology environment within education, and a proven ability to ensure our IT service facilitates a high-quality learning environment</li> <li>Ability to articulate technical ideas to non-technical people, both verbal and written and where required in an effective non-technical way</li> <li>Good interpersonal and communication skills, both written and verbal</li> <li>Experience of creating and managing Organisational units and group policy objects to a high level.</li> <li>Belief that every student should have access to an excellent education regardless of background</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of IP telecommunications principles</li> <li>Knowledge and understanding of AV equipment, including projectors and interactive screens</li> <li>Understanding of Office 365 or Google Workspace admin centre</li> <li>Understanding of Networking principals and how they apply across HP, Aruba and other Infrastructure vendors</li> <li>Knowledge of Veeam backup solution</li> </ul>

	<ul style="list-style-type: none"><li>• A commitment to the Trust's core purpose of Inspiration and Excellence</li><li>• Willingness and commitment to Professional Development</li><li>• To have excellent attendance and punctuality</li><li>• Ability to persuade, motivate, negotiate, and influence</li><li>• Customer-focused and committed to the delivery of excellent customer service</li><li>• A commitment to teamwork and leading change, and a demonstrated ability to manage resources effectively, whether human or physical</li><li>• Flexible, adaptable to leading change, efficient and highly organised</li><li>• Ability to work accurately and methodically</li><li>• Proven planning and organisational skills and an ability to take initiative</li><li>• Ability to self-evaluate learning needs and actively seek learning opportunities</li><li>• Commitment to high educational, professional, and personal standards, acting with integrity and honesty to safeguard the financial probity and reputation of the Trust</li><li>• Understanding of promoting positive relationships with the wider Trust community</li><li>• Thinks and acts strategically by reflecting and analysing and making sound ethical judgements</li><li>• Pursues a shared vision with enthusiasm and determination</li><li>• Willingness to continually improve own and team performance</li></ul>	
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Professional & Personal Qualities	<ul style="list-style-type: none"> <li>• Effective communication skills both written and verbal</li> <li>• Ability to communicate a vision and inspire others</li> <li>• Commitment to ensuring the best outcomes for all students Empathy and respect for children, parents, and their needs</li> <li>• Approachable, committed, and resourceful</li> <li>• Able to manage stressful and challenging situations</li> <li>•</li> <li>• Professional appearance and presentation</li> <li>• Prepared to work flexibly and adapt to changing needs</li> <li>• Fairness, empathy and listening skills Integrity, confidentiality, and discretion Tenacity and the ability to work effectively under pressure</li> <li>• Proven capacity to work innovatively and independently</li> </ul>	
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Signed by employee: .....

Signed by Headteacher:

Dated: