



ICT Technician

Job Description

G7 Requirements	In Black
G8 Requirements	In Black\Blue
G9 Requirements	In Black\Blue\Green

Purpose of Role

- The purpose of the ICT Services department is to provide support to ensure that the highest quality teaching, learning and working takes place, and that the School's aims and objectives, as set out in the Schools Development Plan, are achieved
- The ICT Services department helps ensure that the School's ICT network operates effectively across two sites. This network is the foundation on which much of the teaching and learning and all the administration of the School is based
- To assist with the **management and** delivery of a safe, robust and effective curriculum and administrative ICT resource for use by students and staff
- To assist with the development of the school's ICT infrastructure, resource and technical support service in line with the School's Development Plan
- To help define procedures and provide advanced technical support through the ICT Services Team

Leadership and Management

- To help manage the day to day functions of the ICT Services Team, deploying staff and resources effectively to help provide a high-quality technical support service
- To assist the ICT Manager in defining appropriate support service expectations
- **Escalation to and liaison with, external engineers/technicians and service providers as necessary**
- **To assist in the day to day running of the ICT Helpdesk, incident allocation and resolution**
- To be accountable to the ICT Manager for overall performance

Specific Responsibilities:

Development and maintenance of the school's ICT infrastructure and resources

- Assisting the ICT Helpdesk in the management of service calls and fault resolution in line with expectations
- To assist in keeping appropriate records and monitoring ICT support requests and priorities
- To provide a 1st line support role
- **To provide a 2nd line support role**
- **To provide a 3rd line support role**
- **To assist with the implementation of ICT project and system development work**
- To assist in managing the following:

Desktop and application support:

- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications
- Maintain, upgrade and configure mobile device technology including device management platforms
- Maintaining records of software licenses, ensuring fully licensed software is run at all times and that appropriate software is made available to relevant users



- Detect diagnose and resolve PC, peripheral and application errors
- Perform [advanced](#) diagnostic procedures on PCs, peripherals and applications
- Manage overall compatibility and analysis of hardware, applications and operating systems, according to user requirements and expectations

Server and Network Support:

- Installation and configuration options for equipment such as servers, switches and routers
- Manage active network components including routers, web filters, switches and wireless controllers
- Install additional servers and upgrade core network components
- [Maintain Internet filtering systems including web proxies and e-safety devices](#)
- Install and update servers with critical updates, bug fixes and security updates
- [Liaising with external contractors and 3rd party support as required to maintain system continuity](#)

Cloud Support:

- Administer and manage Cloud platforms in accordance with school policies
- Ensure continued compliance with GDPR requirements and report data breaches when discovered
- [Provide a development path for continuous improvement with Cloud systems, including discovering new external technologies and providing a pathway to integrate into the school.](#)

Projects and system developments:

- To assist with the implementation of new projects and system developments
- [To assist with the planning and development of new projects](#)
- To manage new projects and system developments

Telephone Systems

- Assisting with the day to day management of the schools VoIP telephone system
- [Liaising with external contractors and 3rd party suppliers as required to maintain the telephone system](#)

ICT Health and Safety

- Actively monitor and implement school, LEA and legal requirements for Health and Safety
- Develop relevant procedures and ensure that all ICT users follow appropriate good practice
- Ensuring the safe and appropriate removal of redundant equipment, according to Health & Safety legislation
- [Assist in the management of annual electrical safety testing for all ICT, AVA and telecoms equipment](#)

Document and publicise systems and procedures

- [Set up a structured approach to rolling out new hardware and software; the management and collection, access and storage of asset and configuration data \(and asset disposal\) and installation and configuration changes](#)

Maintenance and Security

- [Develop and manage maintenance schedules](#)
- [Assist in the management of efficient backups, virus protection and security procedures to protect hardware, data and confidential information](#)
- Ensure robust systems for recording and issuing network logins and passwords
- Take appropriate action if system security is breached

Support and Management of the school's ICT service

- To assist in managing the ICT support team's workload and priorities



- To allocate tasks between ICT support staff and produce and analyse reports on support requests for management purposes
- To monitor and manage server logs and use them to inform developments and support procedures
- To help monitor and manage the work of the support team against performance objectives and job roles
- To help review and publish relevant ICT and e-safety policies and procedures

Personal Effectiveness and Development

- To keep abreast of educational changes and developments and assess their implications for the school's ICT resources
- To attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities
- To conduct training on appropriate use of ICT resources; document systems and procedures

Other Duties:

- Attend an annual Appraisal meeting, school and departmental meetings and training or INSET sessions as directed by the Line Manager or the Headteacher.
- Undertake any other reasonable tasks

Reporting Lines:

This post reports directly to the ICT Manager.

General Responsibilities

All staff employed by Lord Williams's School are expected to work within the following policies and procedures:

Safeguarding

Ensure that all school safeguarding and child protection policies are adhered to and concerns are raised in accordance with these policies.

Health and Safety

- Take reasonable care of their own Health, Safety and Welfare and that of others who may be affected by what they do or do not do.
- Be familiar with emergency and First Aid procedures.
- Co-operate with all issues involving Health, Safety and Welfare.
- Use work items provided correctly and in accordance with training and instructions.
- Not interfere with or misuse anything provided for protection of Health, Safety or Welfare.
- Report any Health, Safety or Welfare concerns to their line managers as soon as is practicable.
- Ensure tasks are completed in a safe manner.

Security and Data Protection

Work within the confines of the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Data (Use and Access) Act 2025 to ensure the security and confidentiality of data.

Equal Opportunities Statement

The school's policy is to employ the best personnel and to provide equal opportunity for the advancement of employees including promotion and training and not to discriminate against any person because of their race, colour, national or ethnic origin, sex, sexual orientation, marital status, religion or religious belief, disability or age.



Person Specification

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Essential

Experience & Qualifications

- Experience of working as an Senior ICT Technician (A,I,S)
- Experience/qualifications in networking and computer hardware (A,I,S)
- Experience of Microsoft server platforms including 2008R2, 2012R2, 2016, Active Directory, SQL and SharePoint (A,S,I,T)
- Experience of network configurations including switches, routers and VLAN's (A,I,S)
- Experience of virtualisation platforms and configurations for example VMWare (A,I,S)
- Experience of working on Database systems (A,I,S)
- Experience of large computer networks (A,I)
- Experience of using AI applications to organise work (A,I)
- Experience of troubleshooting hardware and software faults (A,I)
- GCSE English and Mathematics (9-4/A*-C) or equivalent qualifications (A,S)
- ECDL or equivalent or willingness to train and complete within 2 years of commencing post (I)

Knowledge

- Expert user of the majority of hardware and OS both Server side and client side (A,I,S)
- Expert user of desktop application software (A,I,S)
- Aware of the ways in which installed applications can conflict and cause issues on a large network (A,I)
- Confident user of client/server based systems and applications (A,I)

Skills

- Can perform a basic range of hardware repairs, installations and upgrades (A, T)
- Can perform a wide range of hardware repairs, installations and upgrades (A,T)
- Can detect, diagnose and resolve most PC, printer and peripheral device faults (A,S,T)
- Can perform advanced hardware repairs, installations and upgrades (A, T)
- Can follow instructions to install and upgrade server applications (A,I)
- Identify and install essential software patches (A,I)
- Identify application compatibility issues (I)

Personal Qualities

- Provide support to helpdesk and level 1 technical staff
- Provide support to helpdesk, level 1 and level 2 technical staff
- Flexibility in terms of hours and location (I)
- Awareness of and commitment to customer service (A,I,S)
- Ability to use own initiative and to work independently and also
- To work as part of a team (I,T)
- Very good communication skills, both verbal and written (A,I,S)
- Ability to work under pressure and remain calm in difficult situations (I,T)
- Ability to prioritise work and meet challenging deadlines (I)
- Ability to plan own workload and be aware of other colleagues priorities (A,I,S)
- Open to change (I)



- Ability to use discretion and have an understanding of the importance of confidentiality (I)

Safeguarding

- Motivation to work with children & young people / in an educational setting (A, I)
- Ability to maintain personal boundaries with children & young people (A,I)
- Commitment to implement the school's Behaviour Management Policy or to refer to teaching colleagues as appropriate (A, I)

Desirable

Experience & Qualifications

- Experience of working in a school (A,I)
- Experience of working in a ICT Support environment (A,I)
- Experience of Virtual server environments and technology (A,I)
- Experience of working on large enterprise wireless networks (A,I)
- Experience of managing ICT projects and system developments (A,I)

Knowledge

- Understand role and function of network services and protocols such as DNS, DHCP and IP (A,T,S)
- Understand the Data Protection act and the impact of data confidentiality and network security and how changes to the network and systems can impact on these areas. (A,I)
- Aware of the importance of structured record keeping and reporting. (A)
- Understand the importance of a structured approach to configuration tracking and change requests (A,S)
- Knowledge of both general and specific ICT Health and Safety issues relating to work, both for self and all potential users. (A,I)

Skills

- Monitor and manage server logs and use them to inform developments/support (A,I)
- Can install and set basic configuration options of switches and routers (I)
- Can implement backup and virus protection policies. (A,I)
- Full, clean driving licence and use of own car. (A,I)

How this will be tested: A = application form S = used for shortlisting I = at interview T = practical test



Terms and Conditions

Salary

The salary range for this post is Grade 7- Grade 9, £29,064 - £37,280 per annum (pay award pending). Progression is by annual increment. Starting salary will be dependent upon qualifications and previous, directly comparable experience.

Hours

The hours are full time, 37 per week, to be worked Monday to Friday.

This post is 52 weeks throughout the year, with an entitlement to paid holidays, based on length of service.

Terms and Conditions

Thame Partnership Academy Trust employs support staff working at Lord Williams's School on the conditions of service contained in the National Joint Council for Local Government Services National Agreement on Pay and Conditions of Service (Green Book), the provisions of which allow for a probationary period for new employees. On completion of a satisfactory probationary period, the post will be confirmed as permanent.

Pension arrangements

The postholder will be entitled to join the Local Government Pension Scheme (LGPS). The LGPS is a valuable part of the pay and reward package for employees. The key features of the scheme can be found here: <https://www.lgpsmember.org/toj/thinking-joining-key.php>

Location

The successful applicant will be an employee of Thame Partnership Academy Trust and may be required to work on any of its sites.

Safeguarding

Lord Williams's School is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

All successful candidates will be subject to enhanced Disclosure and Barring Service checks along with other relevant employment checks.

Any offer of employment is subject to satisfactory medical, reference and DBS clearance and also to The Asylum and Immigration Act ID checks.

This post is exempt from the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013, 2020 and 2023). This means that certain convictions and cautions are considered 'protected' and do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account. Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website:

<https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974>