

## **JOB DESCRIPTION**

**Post: ICT Technician**

**Grade:** H6 (£29,540 to £32,061)

**Hours:** 37 hours per week, 52 weeks per year

**Working hours:** 8.15am to 4.15pm Monday to Thursday, 8.15am to 3.45pm Friday (with 30 minutes unpaid lunch)

**Responsible to: ICT Support Manager**

The school undertakes to support applications for CPD to enable the post holder to fulfil their role to their optimum capacity

### **Job Purpose**

This role as an ICT Technician will be to work as part of small ICT team (Senior ICT Technician and ICT Support Manager) to provide high quality customer facing ICT support including troubleshooting and resolving user (staff and students) problems, hardware/software issues and undertaking specific admin, maintenance and upgrade tasks on our systems.

### **Main areas of responsibility**

- Support and maintain the ICT hardware and software used in school
- Provide ICT support to all staff and students
- Diagnose and repair basic faults, act as first (faults reported and recorded) and second (basic problem determination, fixing of simple problems) line of support
- Administration and support of Google Workspace including users, groups, apps, devices
- User and group policy management
- Personal and Tablet device management
- Configuration and Installation of IT hardware and software
- Support and maintenance of the wireless infrastructure
- Provide technical support to departments/members of staff on applications and functions including school digital signage, school website and media
- Support and maintain IT requirements for examinations, assessments and online testing
- Provide a media and audio visual service including camera, sound & microphone set up, video playback, and stage lighting
- Maintaining a high level of network availability and performance through monitoring, maintenance and repair of components
- Test and maintain data backups and recovery
- To perform regular proactive assessment, maintenance and cleaning of IT resources including PC's, laptops, projectors, interactive screens and sound systems
- To order and maintain the stock of consumables (toners, cleaning equipment, consumable hardware, leads etc.)
- Monitor cyber security systems for any virus/malicious alerts and take action as necessary
- Perform administrative tasks and help maintain the school's IT inventory and cloud systems
- Rebuild PCs and laptops with SCCM
- Maintenance and support all multi-function devices and printers
- Support and maintain network and device security and protection in support of school security and data protection policies
- Delivering IT projects during school holidays
- Liaison with external support, software and hardware suppliers
- Identification of personal CPD needs, investigation of relevant online resources and learning new skills and procedures
- To carry out any other duties as may from time to time be reasonably requested by the Headteacher

*These responsibilities may be amended at any time in the future by the Headteacher in order to respond to the changing demands and needs of the school, national initiatives and statutory legislation.*

## **Person specification - ICT Technician**

**You will have...**

### **Essential:**

A good understanding of the following:

- Microsoft Windows 11
- Mac OS and iPad iOS
- Linux OS
- Microsoft Windows Server, SQL Server, Terminal server
- Google Workspace and Microsoft 365
- SCCM
- Chromebook management and deployment
- Audio-visual equipment including projectors, stage lighting, and sound.
- Installation and configuration of networked software
- Installation and configuration of network switches, wireless networking and print servers
- Working with Active Directory and Group Policies
- Data privacy and protection
- Anti-Virus and cyber security protection
- VMWare / Hyper-V virtualisation

### **Desirable:**

- Experience of supporting ICT in a school
- Ability to install peripherals, including scanners, printers, digital cameras and associated software to both networked and standalone PCs
- Ability to upgrade and maintain school administrative systems
- Remote installation of software, MSI, NET framework
- Remote access technologies

### **We are looking for someone who....**

- Has excellent communication and interpersonal skills.
- Can interact well with students and staff.
- Can demonstrate a strong attention to detail, is well organised and is able to deliver to strict deadlines.
- Is highly motivated and able to work effectively as part of a team as well as on their own.
- Has a willingness to learn and a flexibility of approach to problems.
- Has a sense of humour.

## **ICT at Hitchin Girls' School**

### **The school operates the following systems:**

- Microsoft Windows Server and Windows clients
- Microsoft SQL Server
- Linux OS
- Google Workspace and Microsoft 365
- MDM's including Apple School Manager and Moysle
- SCCM
- VMWare
- ESET Protect Anti-virus
- Redstor Cloud Backup
- 3CX cloud-based telephone system
- SIMS MIS system
- Access IT Library system
- Live Register cashless catering system
- BenQ Interactive Screens
- PaperCut
- Salamander
- Paxton Net2 Door Access Control
- NetSupport Classroom.Cloud safeguarding and classroom management system
- Avigilon CCTV system
- Specialist packages such as Sibelius, Adobe Creative Cloud Suite and Autodesk