

JOB DESCRIPTION

Post: Senior ICT Technician

Grade: H8 (£34,434-£37,280)

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 Senior ICT Technician will support the ICT Support Manager in leading, managing and developing the ICT services within the school. You will work with the ICT Support Manager on key IT school projects and take the lead on areas of work.

A key part of this role will be to provide high quality ICT support service and advice to staff, students and other users of school ICT facilities and resources. As you are part of a small team you will be expected to assist with detailed, hands-on IT work as well as leading on certain projects.

Other areas of responsibility

- Support and maintain the ICT hardware and software used in school
- 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
- Server maintenance and support
- Server configuration and upgrades
- 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.)
- Application packaging and deployment
- 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 - Senior ICT Technician

Essential:

As a Senior ICT Technician you will have significant IT experience/skills and will be able to work with the ICT Support Manager to assist in organising the work of the team.

You will have a good understanding of the following:

- Microsoft Windows clients
- Mac OS and iPad iOS
- Linux OS
- Web server administration (Apache, MYSQL)
- Network monitoring (Zabbix, SNMP)
- Microsoft Windows Server, SQL Server, Terminal server
- Google Workspace
- 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
- Configuration of network switches (VLANs, STP, LACP)
- Data privacy and protection
- Anti-Virus and cyber security protection
- Hyper-V Failover Cluster
- SAN (Storage Area Networks)

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 (SSH, Remote Desktop)

We are looking for someone who....

- Has excellent communication and interpersonal skills
- 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
- Shows initiative and takes the lead of projects/areas of work as needed
- Takes responsibility for areas of IT work
- Has a positive attitude
- 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 (Ubuntu/Debian based distributions)
- Google Workspace
- MDM including Apple School Manager, Moysle
- SCCM
- Hyper-V Failover Cluster
- Veeam Backup
- SIMS MIS system
- AccessIT Library system

- BenQ Interactive Screens
- PaperCut
- Salamander
- Paxton Net2 Door Access Control
- NetSupport Classroom.Cloud
- Avigilon CCTV system
- Specialist packages such as Sibelius, Adobe Creative Cloud Suite, Autodesk Inventor
- 3CX Cloud Telephone System
- Postfix (Email relay)