

# ST BERNARD'S HIGH SCHOOL

A Catholic Academy

## JOB DESCRIPTION

<b>Title of Post:</b>	<b>I.T. Technician</b>
<b>Purpose:</b>	The I.T. Technician provides assistance and support to the staff and students with responsibility for the general maintenance, repair and upgrade of the school's computer systems.
<b>Responsible to:</b>	Network Manager & VLE Co-ordinator and Facilities Manager
<b>Liaison with:</b>	Headteacher, Deputy Headteacher, Assistant Headteachers, Heads of Department and all relevant teaching and non teaching staff.
<b>Salary Scale:</b>	9 – 12 (£26,409 - £27,711)
<b>Working Time:</b>	37 hours per week – 8.00am – 4.00pm Full time with 25 days holiday per annum plus bank holidays, increasing to 28 days after 5 years' service (3 days of which to be taken between Christmas and New Year).
<b>Disclosure Level:</b>	Enhanced
<b>Main Duties</b>	
<b>Key Areas of Responsibility:</b>	<ul style="list-style-type: none"><li>• Work to provide strategic support in managing the whole school ICT network(s), to ensure that the educational and administrative needs of the school are met reporting to the Network Manager &amp; VLE Co-ordinator and Facilities Manager.</li><li>• Assist the Network Manager &amp; VLE Co-ordinator and Facilities Manager and any third party providing strategic support with the identification, specification and procurement of both hardware and software requirements.</li><li>• Install and maintain all types of computer hardware and ensure proper records are maintained.</li><li>• Work with the Network Manager &amp; VLE Co-ordinator and Facilities Manager and any third party providing strategic support to maintain all servers and network infrastructure.</li><li>• Install software, as required, and ensure proper records are maintained of licenses, etc.</li><li>• Maintain the school's email system exchange and advise users on its correct usage.</li><li>• Ensure that all staff have correct access to the school's computer systems and that this is properly maintained.</li><li>• Maintain the ICT Helpdesk service and arrange for issues and problems raised by users to be dealt with promptly.</li><li>• Keep adequate records of faults related to the computer systems at the school.</li><li>• Work with the Network Manager &amp; VLE Co-ordinator and Facilities Manager and any third party providing strategic support to ensure appropriate arrangements are in place for securing the school's data, including adequate back up and disaster recovery plans.</li><li>• Work with Network Manager &amp; VLE Co-ordinator and Facilities Manager in liaising with suppliers and contractors in the procurement of ICT supplies and equipment.</li></ul>

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	<ul style="list-style-type: none"> <li>To ensure that all duties and services provided are in accordance with the schools Data Protection Policy and practices and reporting to the DPO any concerns or requests.</li> <li>Where external contractors are used, ensure with the Network Manager &amp; VLE Co-ordinator and Facilities Manager that their tasks have been completed correctly.</li> <li>Be familiar with and use Active Directory.</li> <li>Maintain the schools Anti-Malware system and deal with events as they happen,</li> <li>Provide support in the maintenance of the School's MIS system (currently SIMS).</li> <li>Support both teaching and non teaching staff in the technical aspects of ICT.</li> <li>Undertake any training to ensure the skills knowledge base is kept up to date.</li> <li><u>Provide AV support for events, both during the school day and in the evening as required.</u></li> </ul>
Other Areas:	<ul style="list-style-type: none"> <li>Read and follow the relevant school policies.</li> <li>Undertake training required to develop in the role.</li> <li>Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy.</li> <li>Contribute to the safety of children and young people and protect them from harm.</li> </ul>
General	<ul style="list-style-type: none"> <li>Promote the ethos of St Bernard's High School.</li> <li>Undertake such duties as their line manager may determine as reasonable falling within the role of I.T. Technician.</li> <li>Undertake whole school duties as may be reasonably determined by the Headteacher.</li> </ul>

### Experience and qualifications

Essential	Desirable
<p>Knowledge of:</p> <ul style="list-style-type: none"> <li>Microsoft 365 admin centre</li> <li>Windows Server 2019 &amp; 2022</li> <li>Active Directory</li> <li>Windows 10 &amp; 11</li> <li>Exchange Admin Center</li> <li>Teams Admin Center</li> <li>DHCP &amp; DNS</li> <li>Previous experience working in 1<sup>st</sup> line IT support</li> <li>Good self-management skills, including being able to work on your own</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working with SIMS</li> <li>Level 3 NVQ in IT</li> <li>Previous experience working in a school</li> <li>Network cabling installation</li> <li>Experience of using Papercut (Admin)</li> <li>Experience of using ThreatDown (Malwarebytes)</li> <li>Group Policy experience</li> </ul>



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Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from senior staff to undertake work of a similar level that is not specified in this job description.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date shown, but, in consultation with you, may be changed by the head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

I am in agreement with this job description.

Signed (Post Holder) .....

Signed (Line Manager) .....