

Stratford-upon-Avon School

Job Title:	Senior ICT Network Technician
Grade	Band H, Points 17-22 (salary details at appendix 2)
Hours:	37 hours per week, 52 weeks per year
Reporting to:	Network Manager
Department:	ICT Network Support

Main Purpose of Job

- To lead on the customer facing aspects for the ICT Network team, including but not limited to Helpdesk oversight, Staff CPD, Administration of student off site laptop loans
- To deputise for the ICT Network Manager when required
- To provide technical support for all ICT network systems supported by the school including but not limited to Desktop PC's, Laptops, Tablets, Wireless, Servers and all forms of software
- Take an active role in the development of your knowledge and skills to support ICT systems within the school
- Contribute to the design of the network, development of new and existing systems, Network topology and author & contribute to Helpdesk OneNote articles.

Key areas and activities

- Help shape and develop the ICT network and supporting systems
- Develop a customer service ethos in the Network Team, using surveys and self-evaluation to inform improvement.
- Support the ICT Network manager to ensure quality control of team performance, actively looking to improve standards of service
- Communicate changes and developments in the school's ICT systems, giving a clear picture of what is happening 'behind the scenes', expressing technical information in an accessible style for the audience.
- Advise and support staff and students in ICT matters, to help them resolve difficulties, including in the classroom.
- Lead or assist with training sessions for staff in relevant areas, including as part of induction.
- Implement, own, develop and complete specific allocated projects with the support of the ICT Network Manager
- Support the ICT Network manager in supervising the activities of the ICT network team, including any apprentices or work experience placements the school may undertake.
- Technical support of all hardware & software including installation of devices and upgrades
- Liaising as necessary with all departments and external agencies to support school hardware and software
- Management of user identities, passwords, security attributes and e-mail via Windows Server, Active-Directory and Office 365 where appropriate
- Development of software deployment packages with the support of the Network Manager
- Upkeep and management of AD groups and group policy
- Ensuring appropriate security procedures and settings are applied to both wired and wireless equipment within the scope of the ICT network
- Fault and troubleshooting any network hardware or software including dealing with external suppliers for faults / repairs
- Provision of advice and guidance on systems, demonstrating good practice and provision of trouble-shooting guides
- Overseeing the operation of an online help desk system
- Maintaining high quality service to users and improving relationships with stakeholders

- Ensure best practice methods and systems are consistently applied for security and safeguarding reasons
- Provide speedy response in emergency or when dealing with multiple requests
- Support other partner sites / schools under the direction of the Network Manager
- Ensure familiarity with all systems to cover absent colleagues / team members
- General housekeeping duties including general cleaning of ICT network equipment and maintaining an organised and tidy ICT store.
- Any other duties to be defined by the ICT Network Manager commensurate with the post

Any other duty appropriate to the general area of operation and in line with the broad range of responsibilities and aptitudes expected

Health and Safety

The post holder must have the moral courage to insist on appropriate safety standards within their area of influence, whilst not using Health and Safety as an excuse to water down the educational experience for the students.

General

Entitlement to:

- A clear management line and access to the immediate line manager.
- An annual performance review, which includes the setting of individual performance targets in line with the established school procedure.
- Time and opportunity for professional development, in an appropriate form.

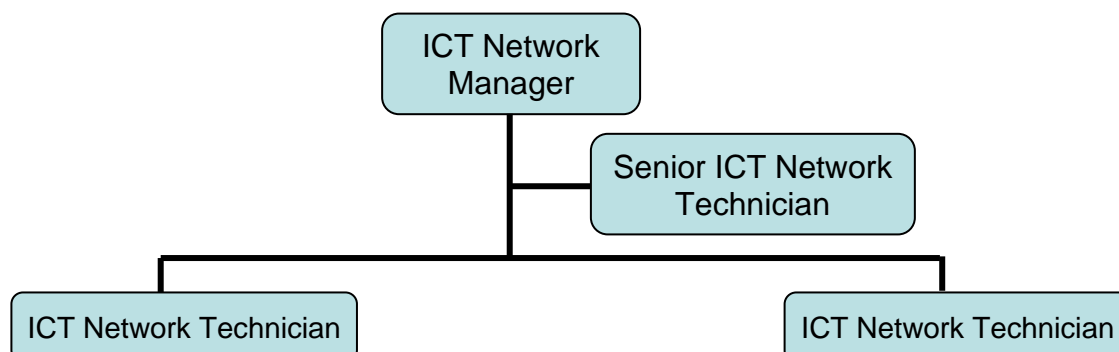
Requirements

- The postholder is expected to comply with the provisions of the Data Protection Act 1998 and other relevant legislation. Any information they have access to, or are responsible for, must be managed appropriately and any requirements for confidentiality and security observed. Information must not be disclosed to any person or Authority, for example a parent or the Police, without observing the correct procedure for disclosure as set out in the school's Data Protection Policy and Procedure.
- Knowledge of and compliance with relevant school policies and procedures e.g. Health & Safety, No Smoking ,Acceptable Use of the Internet, procedure to gain authorisation for expenditure, privacy policies, Child Protection etc.
- Willingness to undertake training /professional development in-house or externally.
- Participation in the performance management system in force for all staff.

Notes

- Stratford-upon-Avon School reserves the right to alter the content of the job description to reflect changes to aspects of the role, without altering the general nature of the role or level of responsibility.
- The responsibilities detailed are subject to the terms and conditions laid down in the Contract of Employment for Support Staff.
- The job description summarises an indicative range of duties, responsibilities and outcomes, but does not seek to imply the relative priorities or the proportion of time to be spent on each.

Organisation Chart Extract



Appendix 1

Support Staff Posts

Corporate

- Support your line manager or team leader as required in maintaining a customer focus, efficient working, establishment and following of operating procedures, compliance with health and safety and other regulatory requirements, identifying desirable developments, and providing clear support in general for teaching and learning, student progress and wellbeing, and any external or collaborative arrangements with which the school is involved
- Contribute to the effective operation of support services
- Be prepared to share good practice with other schools and relevant bodies. This may include undertaking duties and work in other schools and at other locations
- As part of a team of support staff, provide assistance with the invigilation of examinations if required
- As a member of staff working in a school setting, have a duty to help keep young people safe and to protect them from sexual, physical and emotional harm and to take reasonable steps to ensure the safety and wellbeing of students

Working with Students

1. As part of a team of support staff, provide assistance with a variety of other provision if required, such as supervision of private study, accompanying school visits, general staff duties etc.
2. Be prepared to engage in elements of guidance or instruction to students in line with specific job role, area of interest or expertise.

Membership of Groups

1. From time to time, take the opportunity to be involved in working groups, designed to enhance the learning or operational aspects of school life.

Appendix 2

Senior ICT Network Technician Terms and Conditions of Employment specific to the post

Working Hours

The post is for 37 hours per week. The actual timings will be by agreement with the line manager, in line with general school policy, based on 08:30 – 16:40 x 4 days per week and 08:30 – 16:10 x 1 day per week.

A lunch break of 40 minutes will be taken at a mutually agreed time, by agreement with the line manager.

There is provision for additional hours worked to be taken as TOIL, or in certain cases, remunerated as long as they are for reasons connected with school development, clearly justifiable and appropriately authorised in advance.

Holidays

- a) 23 days for new entrants to schools, academies or local government. 26 days after 4 years' continuous service.
- b) An additional 2 days, to be taken during the Christmas period (actual days vary slightly each year)
- c) A total of 8 Bank Holidays and 4 Statutory days, either taken on the day or taken as time in lieu in the event that the school or sport facilities are open on any of these days.

Whilst most personal leave should be taken during the school holiday periods, there is provision for some leave to be taken during term-time, subject to approval in each instance.

Other Benefits

- Free car parking (subject to availability)
- Wellbeing employee assistance programme
- Contributory pension scheme

Remuneration

Starting salary for a full-time post at Band H (points 17-22) is within the range £28,770 to £31,365, starting point depending on experience and qualifications.

*All positions at Stratford-upon-Avon School are subject to the Disclosure Barring Scheme.
This post is subject to an Enhanced Disclosure.*