



THE HIGHCREST ACADEMY JOB DESCRIPTION

IT SUPPORT OFFICER

Job purpose: You will be accountable for the provision, implementation, support and maintenance of the academy's IT Network, hardware, software, networking systems and services and for all other ICT equipment used throughout the academy.

Role: This is a full time post; most large projects and upgrades are completed during the academic holidays which are often the busiest times.

Responsible to: Network Manager

Main Duties and Responsibilities

(not in order of priority)

- To run and maintain the Academy's ICT Network, trouble-shooting hardware and software problems as required, liaising with external technical support when necessary.
- Ensure backup and disaster recovery measures are maintained running a regular schedule of backups that are verified working in the event of system failure.
- Manage, maintain and ensure suitable Antivirus is running across the IT Network and adequate protection is in place for all academy owned devices.
- Ensure relevant Microsoft updates and patches are systematically installed on a regular basis.
- Maintain an audit of software licenses and periodically advise all staff of the implications for using non-licensed software.
- Monitor levels of damage to equipment across the academy and act upon this to minimise incidents, through good communications, training, support and advice.
- Assist in setting up equipment for event organisers or teaching staff.
- Maintain the academy VDU systems, resolving issues and updating display materials as required.
- Maintain the academy sound, lighting and display equipment in the main hall. Be available to assist with external lettings, and out of hour's events as appropriate.

- Maintain and monitor the academy wireless network, resolving any issues with hardware, software, connectivity.
- Maintain the academy's Intranet, updating as required.
- Maintain MDT (Microsoft Deployment Toolkit), updating as required and ensuring deployments are current.
- Maintain the Academy tablet (iPad) project, overseeing the daily use of iPads during lessons, updating as required and managing via MDM.
- Assist the Network Manager in management of the academy's MLE (Moodle), provide advice and support to staff.
- Maintain Academy owned client monitoring software, including local website filtering, keywords as required, provide support to staff, produce reports as required.
- Promote E Safety across the academy.
- To work remotely as required, and in emergency situations.
- Carry out routine safety checks in areas with IT equipment, identify risks and rectify as required.
- To assist in the training of staff in the use of hardware/software.
- To assist the Network Manager with ICT projects/developments.
- Make recommendations to the Network Manager regarding hardware and software developments in the educational sector.
- Liaise with the Network Manager on all system matters affecting coverage of ICT across the Academy.
- Attend meetings at all levels, as required, to report back on hardware/software and all other related issues

Other

- All staff are required to read and understand the document Keeping Children Safe in Education, Part 1 and Appendix A (Sept 2018) along with the academy's policies relating to Safeguarding and Child Protection, all of which are available electronically.
- The Academy has a clear process where every member of staff must report any concern they have about a child directly to the DSL Team. This process is outlined during induction, regularly at whole staff meetings and in weekly bulletins. Details of the DSL Team is displayed daily in reception. Any queries regarding any aspect of safeguarding must be made to a member of the DSL Team.
- All staff are required to read and understand the academy GDPR policy to ensure that all personal data collected about staff, pupils, parents, governors, visitors and other individuals is collected, stored and processed in accordance with the General Data Protection Regulation (GDPR) and the expected provisions of the Data Protection Act 2018 (DPA 2018) as set out in the Data Protection Bill. This policy applies to all personal data, regardless of whether it is in paper or electronic format.
- The Postholder must be prepared to carry out additional duties, which may reasonably be required by the Principal. The duties of this post may vary from time to time, as required by the Principal, without changing their general character or level of responsibility.

- The Academy follows Safer Recruitment Guidelines and reserves the right to delay an applicant's start date if any checks are outstanding. This includes an online DBS check and where necessary an overseas check.

Postholder

Signature:

Printed Name:

Date:

Line Manager

Signature:

Printed Name:

Date: