



The Petchey Academy

Senior ICT Technician Job Description

STATUS OF POST:	37.5 hours a week, Full Time
RESPONSIBLE TO:	IT Network Manager, Director of Strategy & Operations, Principal and the academy's Governing Body
WORKING TIME:	TBC
REMUNERATION:	Competitive, depending on experience
STATUS OF POSITION:	Permanent

PURPOSE AND OBJECTIVES OF POST

To support the management and maintenance of academy's Networks, helping to instil industry (IT) and sector (education) best practice. The network itself is about to undergo a physical-to-virtual refresh and the academy is looking to utilise Google technologies where practicably possible.

Day-to-day you will engage with and provide the end users (students, staff etc.) with general ITIL Level 1, ideally Level 2+ support.

Main Responsibilities, Tasks & Duties:

- Routinely monitor, audit and maintain all IT equipment in suites and laptop trolleys to ensure maximum availability and best condition is kept
- Maintain the IT and AV hardware across site and manage reprographic consumables
- Set up, repair, replace, rebuild hardware (computers, printers, other peripherals etc.)
- Support and manage Mac and Windows clients and servers
- Assist students and staff with hands-on IT support using equipment and software inc. G Suite (Google for Education), Office 365.
- Ensure that software on the network is appropriately licensed.
- Install and test software onto academy equipment.
- Produce and update troubleshooting guides to software issues
- Support in-house training as and when required
- Monitor network performance and security (availability, utilization, throughput, goodput, and latency) and test for weaknesses and find ways of improvement
- Assist with the administration of the Petchey website and the VLE.
- Identify future IT needs, problems and suggest solutions
- Define network and users policies and procedures and ensure it is followed
- Set up and maintain student and staff accounts

- Be aware of and comply with the policies and procedures relating to child protection, equality and diversity, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Undertake other duties commensurate with the general level of responsibility of the post as decided by the IT Network Manager/Director of Strategy & Operations and the Principal.

PERSON SPECIFICATION

Essential

- Relevant IT qualification e.g. A+, N+ Certification
- 2 - 3 years work experience in a similar role
- Have excellent interpersonal and communication skills, relate well to staff as well as students
- Eligible to work in the UK, or eligible to apply for a relevant work visa
- Ability to Safeguard and promote the welfare of children and young people:
 - Has a good understanding of the safeguarding agenda
 - Shows a personal commitment to safeguarding
- Demonstrable skills relating to managing active equipment, including wireless technology.

Desirable

- Excellent knowledge of IT initiatives and developments in schools.
- Knowledge of how E-learning can support the implementation of the national curriculum in schools.
- Be aware of different levels of National Curriculum IT and implications for infrastructure, e.g. consider the implications on server load of all PCs within the school logging in at the same time.
- Understand how the overall technical requirements of how the school should support the use of IT in the curriculum and management of the school.
- Familiarity of webpage structure and basic design aspects