

GRADE:	NJC Grade 7 (Point 14-19)
ACCOUNTABLE TO:	Network Manager
RESPONSIBLE FOR:	Second Line Support

MAIN PURPOSE

Responsibility for ICT technical support and service delivery, providing support and maintenance to the school's network, servers, software packages, ICT equipment and audio/visual hardware. To support the development and implementation the school's ICT strategy and service provision including assisting in managing all aspects of ICT technical support, guidance, and ICT-related training across the school.

Supporting the Network Manager with providing supervision and training to ICT Team members and ensuring effective ICT support is on offer to all WSAPC sites and services.

To undertake any other appropriate duties, as requested to assist with the efficient running of the school's support services.

KEY ACCOUNTABILITIES

ICT Support

1. To provide a support service for each WSAPC location for whole school ICT networks for teaching and management/administration systems. To provide installation and configuration services for hardware and software including PCs and peripheral devices; internet and email services; PC software; desktop protection and virus protection software; troubleshooting and maintenance services for backup processes; user and resource connectivity.
2. To provide second line remote/telephone support, technical support to staff at each location, diagnose faults and problems; correct hardware, software, and operating system settings; advise on remedial action for malfunctioning systems and networking faults or where necessary, to visit to resolve urgent problems; assign faults to the Network Technician or third-party contractors where appropriate.
3. To support staff at each location in maximising their use of computerised information systems to provide advice on recommended working practices; impartial purchase advice for lower value items and to support the Network



Technician in the design and delivering of technical training opportunities when required e.g.:

- Standard configurations for curriculum desktop management software
 - Virus protection software configuration
 - Communication links with web browser settings and use of the internet and email.
4. To support the Network Technician in providing planned training for all staff liaising with the Senior Leadership Team (SLT).

Infrastructure, security, and ICT strategy

1. Under the guidance of Network Technician and Network Manager and external Network Support partners, support the management and security of the school's network and infrastructure, including software and hardware.
2. Uphold the safeguarding standards and escalate any issues as appropriate.
3. Create and manage all network user accounts, ensuring correct access rights and audit as required in line with school policy.
4. Ensure data stored on the system is compliant with policy and procedure.
5. Design and implement changes to the school's ICT software and hardware and liaise with senior colleagues, external partners on the specifications of new software/hardware as appropriate.
6. Assist the Network Technician with developing school IT related documentation, policies and procedures
7. Assist in procurement of lower value ICT equipment on behalf of the school in line with internal policy.
8. Monitor and audit as appropriate internet usage, add filters where necessary and report as appropriate in line with school policy.
9. To support the Network Technician to provide installation, configuration, and maintenance services for fileserver technologies; to configure disaster recovery and backup systems; to configure resource and user access in accordance with appropriate security levels, ensuring the integrity, safety and security of all WSAPC ICT. To provide disaster recovery services for school fileservers and peer servers in response to emergencies arising, including restoring mission-critical SIMS and FMS data.
10. To support the Network Technician to provide installation, configuration and maintenance services for network equipment and servers, such as disaster and recovery service in response to emergencies arising, including restoring



data.

11. To be responsible for maintaining the inventory of ICT equipment, ensuring security marking and effective recording and monitoring is in place.
12. To communicate effectively with all applicable support services and stakeholders to ensure the efficient running of WSAPC ICT services, an effective infrastructure and good working practises.

Supervision

1. To support the Network Manager in deploying the time of the Junior ICT Technician, ensuring time is applied appropriately and effectively across WSAPC.

GENERAL

- Remain up to date with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice. This may include attendance at external events and conferences to be able to contribute proactively to changes to and developments of new processes.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- To participate in training and other learning activities as required.
- To recognise own strengths and areas of expertise and use these to advise and support others.
- To establish constructive relationships and communication with all stakeholders, both internal and external.
- To attend and participate in regular meetings.
- To treat all users of the College with courtesy and consideration.
- To present a positive personal image, contributing to a welcoming College environment which supports equal opportunities for all.
- To promote and ensure the health and safety of all pupils, staff and visitors, (in accordance with appropriate health and safety legislation) at all times.
- Carry out any other duties, commensurate with the post, which from time to time may be necessary for the good order of the College, as directed by the Business Manager.



Signed:.....(Post holder) Date:

Signed:.....(Line Manager) Date:

The particular duties assigned to this post are set out above but should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required. These duties may be reviewed and amended in consultation with the post holder in light of any changes in the requirements and priorities within the school. Such variations are a common occurrence and cannot of themselves justify a re-grading of the post.



PERSON SPECIFICATION

Qualifications and Knowledge

- Demonstrable and proven experience in an ICT technical support role, demonstrating the appropriate level of knowledge, including providing installation and configuration services for file servers and networked ICT systems.
- A detailed technical knowledge of Windows Servers, current Windows desktop operating systems, Microsoft 365.
- A detailed technical knowledge of Microsoft Intune and Apple School Manager is desirable.
- Relevant degree and/or proven experience with a minimum of Maths and English GCSE or equivalent, demonstrating the appropriate level of knowledge.

Experience

- Proven, experience of working in an ICT environment.
- Some experience of network and systems management within a small to medium sized user population and experience of implementing sound resource and user level security.
- Experience of installing, configuring and upgrading hardware and software, and troubleshooting in a networked environment with minimum supervision.
- Good knowledge and understanding of relevant ICT packages. Knowledge of school specific software/equipment/resources i.e., Doodle/SIMS desirable.
- Full working knowledge and understanding of range of relevant policies/ codes of practice and awareness of relevant legislation.
- Experience of working with school information Management Information Systems (MIS) desirable. i.e., SIMS/FMS.
- Experience of working in a school environment with young people with special educational needs desirable.
- Experience in the use and management of fault reporting tools.

Skills and Abilities

- An ability and willingness to continually develop technical skills to enable the introduction of leading-edge technologies whilst maintaining skills to enable the co-existence of legacy systems.
- An ability to research, test and install new technologies.



- An ability to troubleshoot and resolve problems on newly implemented systems using the products manual for support.
- The ability to provide high-level technical support on any hardware and software encountered within WSAPC with minimum support.
- A good understanding of network cabling and active equipment.
- Well-developed interpersonal and communication skills, and in particular the ability to communicate effectively on technical subject to non-specialist in formal and informal settings.
- A flexible and innovative approach to problem solving.
- Skilled in the problem resolution process and knowledge of structure problem resolution.
- Good literacy skills to undertake a variety of tasks, e.g., contributing to the development and review of relevant school policies and procedures.
- Excellent communication skills, able to relate well to children and adults.
- Able to provide advice and guidance to stakeholders including staff/SLT/Governors on technical and specialist ICT.
- Able to use analytical, judgmental, creative, and developmental skills, e.g., when assessing possible impact of forth-coming legislation on WSAPC and when designing and setting up appropriate systems.
- Methodical, accurate, organised, and self-managing approach to work Able to plan and develop systems.
- Able to work accurately and with attention to detail.
- Skilled in the use of specialist equipment/resources as required.
- Able to manage own workload and the work of the Junior ICT Technician to ensure effective systems maintenance.
- Able to identify potential difficulties/issues, analyse them and make recommendations.
- Able to self-evaluate learning needs and actively seek learning opportunities.

Equalities

- To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.

Other Requirements



- Able to move between locations across West Sussex.
- Able to move and carry equipment within and between locations across West Sussex.