Job Description
Trust Senior ICT Technician

Responsible to: Trust ICT Manager	**Grade:** 7
Hours: 37 hours a week - Term Time + 4 weeks	**Duration:** Permanent
Main Location: Faringdon Community College[1]	

Context : Under the guidance of the Trust ICT Manager this role will be responsible for delivering ICT technical support across the Trust Schools.

Organisation
- Provide 1st Line and 2nd line technical support to all staff and students across the Trust Schools.
- Help to support and maintain the ICT infrastructure across all schools within the Trust.

Administration
- Undertaking first/second line support for hardware/software/networking/user problems by analysis of problems, faults and breakdowns.
- Update and manage Servers where needed including Azure Active Directory, Active Directory, Group Policies, DHCP, DNS and WSUS.
- Manage the E-Mail filtering and Backups at every site.
- Escalation to and liaison with the Trust ICT Manager.
- Undertaking other appropriate work as delegated by the Trust ICT Manager, including involvement in new projects and ICT facilities.
- Managing and maintaining accurate helpdesk records and working with change management procedures.
- Maintaining an up-to-date working knowledge of relevant ICT issues and equipment, undertaking training etc as necessary on an on-going basis.
- Maintaining the asset register for hardware, including details on specification of machines and their 'age' so that a replacement and redeployment plan can be put in place and carried out.
- Ensuring the safe and appropriate removal of redundant equipment, according to Health & Safety legislation.
- Maintaining an up-to-date knowledge and applying Health & Safety procedures to all aspects of ICT support.
- Testing and installing new software and upgrades as appropriate. Maintaining installation records.
- Maintaining secure user access to systems and applications as appropriate.
- Monitoring use of system by users, with routine/spot checks to ensure appropriate use is maintained. Implementing sanctions and maintaining database of such as necessary.
- Ensuring appropriate filtering of internet sites and maintaining records of any changes.
- Supporting users in use of SIMS, including development and promotion of best practice.

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SUPPORT   CHALLENGE   COLLABORATE

- Maintain and manage stock levels for printer toners and consumables. Liaising with third party suppliers.
- Deputise for the Trust ICT Manager, when they are absent.

Resources

- User/Computer Account Administration via Active Directory.
- Maintain Network services such as CCTV, VOIP, E-Mail Filtering, Web Filtering and Backups.
- Ensure Windows Updates are applied via WSUS.
- Ensure all E-Safety and Security issues are upto date.

Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the Trust.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.

The duties and responsibilities in this job description are not exclusive or exhaustive and the post holder will be required to complete such duties as may be reasonably be expected within the scope and grade of the post.

Qualifications and Experience

Qualities	Essential/Desirable
Experience	
Strong knowledge of ICT hardware and software and the integration of the two.	E
Have a good working Knowledge of Microsoft Office and Educational Software	E
Experience working in a Technical Support Role.	E
Experience within the education sector.	D
Able to demonstrate skill in troubleshooting and fixing printers at both a device and network sharing/server level.	E
Qualifications & Training	
NVQ 3 or equivalent qualification or experience in relevant discipline	E
Good numeracy/literacy skills	E
Possess Microsoft Operating system skills, Windows 7, Windows Server 2008/2012, Azure Active Directory, DNS/DHCP and Group Policies	E
Knowledge & Skills	
Effective use of specialist ICT packages	D
Full driving licence	E

Knowledge of relevant policies/codes of practise and awareness of relevant legislation	D
Excellent ICT skills	E
Ability to relate well to children and adults	E
Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.	E
Ability to self-evaluate learning needs and actively seek learning opportunities.	E