



JOB DESCRIPTION

Job Title: Senor ICT Technician	Grade/Level: 6	
Location: Bishop Milner Catholic College, however there is an expectation of working flexibly from other locations including but not limited to academies within the MAC	Closing Date: 21 st October 2022	Date Prepared: October 2022
Reporting to: Academy Operations Manager		
Job Purpose: <p>The postholder will be proficient in co-ordinating an ICT service that provides an efficient and effective ICT Technical Support service to students and staff of the academy that aligns with the MAC and academy objectives.</p> <p>The post holder will work as part of the academy team and as required as part of the wider MAC technical support team to ensure safe operation and maintenance of ICT technologies, which may include reprographics and AV equipment such as lighting and sound systems.</p> <p>The Senior Technician will support the use of ICT through the maintenance of software, hardware and related equipment, and providing support to staff and students to ensure administration and learning outcomes are maximised. This post will include the training and coaching of staff and students to help upskill and enable access to systems.</p>		
Key Duties Responsibilities and Tasks Service Desk <ul style="list-style-type: none"> • Provide first line and support second line ICT support to staff • Fault diagnosis and repair of ICT hardware, software, tablet devices, equipment, and consumables • Installation, relocation and replacement of ICT hardware, software, tablet devices, equipment, and consumables • Routine maintenance of ICT hardware, software, tablet devices, equipment, and consumables • Perform analysis and diagnosis of first- and second-line software incidents. Provide recommendations and implement corrective solutions • Assist the Network Manager with installation, configuration, and testing of new IT hardware and software • Maintain and update websites & social media • Advise staff on the likely compatibility of new software and hardware • Maintain a comprehensive database (EVERY) of all support requests including details of progress towards resolution • Ensure support requests are prioritised and support is provided in a timely manner 		

- Set up equipment for activities as required and provide assistance at events as required
- Resolving first line technical issues, providing advice and guidance to employees
- Ensure all tickets are managed within service level agreements and KPI's
 - ✦ Ensure clear ticket updates
 - ✦ Initial triage and assessment of incidents and service requests
 - ✦ Manage a customer ticket both technically and procedurally via
 - ✦ Phone, Email or EVERY in line with defined SLAs and KPIs
 - ✦ Escalation and pro-active chasing of Vendors and external support groups
 - ✦ Manage own ticket queue and assist other team members where appropriate

Managing Supplier Relationships

- Maintain an understanding of SLA with suppliers and the priority for each supplier service
- Escalate and assist the Network Manager in second line technical issues as and when they arise
- Supporting with liaising and managing relationships with ICT service suppliers
- Contact and liaise with manufacturers and suppliers to troubleshoot issues, as and when they arise and manage the timescales and responses

Asset Management

- Take responsibility for managing the IT asset register for all equipment and software
- Ensure starters are equipped and leavers return academy / MAC property

Infrastructure Management

- Create and manage all network user accounts, ensuring correct access rights and audit as required
- Create and manage access control tokens for staff and students, ensuring correct access rights and audit as required
- Manage allocation of hardware across multiple sites
- Monitor network for problems and inappropriate use
- Work in support of the Network Manager to maintain and develop network
- Assist with the design and implementation of changes to ICT software and hardware and liaise with staff on the specifications of new software/hardware as appropriate
- Carry out regular housekeeping across network including servers
- Monitor and maintain backups of the network
- Monitor and maintain internet connectivity, including firewall and web filtering management
- Ensuring the smooth running of printers / multi-function devices throughout the business

- Ensuring the smooth running of IP phones, mobile phones and 4G devices throughout the business
- Ensure that computer workstation images are kept up to date with latest patches, updates etc and support the deployment of images where necessary
- Maintain and update CCTV devices and provide footage to senior leaders where necessary

Training and development

- Carryout staff inductions for ICT equipment and keep records of staff training and compliance
- Maintain appropriate levels of training in the role, keeping up to date with new initiatives and developments in ICT
- Attend events and training as required
- Support identifying training needs and helping to deliver training for staff as needed to operate ICT systems
- Keeping knowledge up to date in the areas of ICT to support the academies selecting future appropriate, cost-effective ICT solutions

Data Protection & cyber security

- Adhere to the MAC data protection polices and processes
- Support the MAC Data Protection Officer (DPO) service, support the Network Manager in carrying out data protection impact assessments (DPIA) on new and developing areas that require data processing & recording
- Support the DPO service to ensure that where required; evidence of compliance is recorded as required in the MAC data protection polices and processes
- To ensure the academies local ICT infrastructure, data storage and usage are GDPR compliant
- Report any data breach of the MAC's ICT acceptable use policy to the Data Protection Lead
- Support the Data Protection Officer to investigate data breaches of Head Office
- Support the Network Manager ensure that systems are secure and robust against cyber attack •
Keep up to date with copyright & data protection laws

Leadership and Management of Staff

- To deputise for the Network Manager in their absence ensuring that all ICT tasks and support functions continue as normal

General Requirements

All academy staff are expected to:

- Support the work of the MAC
- Undertake training and professional development as appropriate and take an active part in identifying needs and sourcing training.
- Commensurate with the level of the post holder undertake such other tasks that may be required to further the efficiency of the MAC or individual academies.
- Ensure that all duties are performed in accordance within policies and guidelines.
- To work within and encourage Equal Opportunities.
- Work towards and support the academy/MAC vision and objectives.
- Support and contribute to the safeguarding of students.
- Work within the MAC health and safety policy to ensure a safe working environment for all.
- Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- Be fully supportive of the Catholic ethos.

PERSON SPECIFICATION

Skills and qualifications	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
<ul style="list-style-type: none"> Good general level of education. A-levels or equivalent, with GCSE grades A-C or equivalent in English Language and Mathematics 	E	A
<ul style="list-style-type: none"> Hold a recognised computer or network qualification at NVQ level 3 or equivalent experience. 	E	A
<ul style="list-style-type: none"> ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an ICT related discipline 	D	A
<ul style="list-style-type: none"> Degree in relevant subject or equivalent qualifications 	D	A
Knowledge and experience		
<ul style="list-style-type: none"> 3 years' experience in a similar technical support role 	E	A / I
<ul style="list-style-type: none"> 2+ years' IT support or customer service experience 	E	A / I
<ul style="list-style-type: none"> Hands-on experience troubleshooting multi-site networks 	E	A / I
<ul style="list-style-type: none"> Hands-on experience troubleshooting hardware, locally and remotely, such as desktops, laptops, servers, routers, bridges, switches, hubs, printers, mobile devices 	E	A / I
<ul style="list-style-type: none"> Technical knowledge of Microsoft operating systems for managing and configuring systems (Windows 10) 	E	A / I
<ul style="list-style-type: none"> Good knowledge of Microsoft cloud services <ul style="list-style-type: none"> o Microsoft 365 o Azure o Microsoft Teams o SharePoint 	E	A / I
<ul style="list-style-type: none"> Good knowledge of Google cloud services 	D	A / I
<ul style="list-style-type: none"> Good knowledge of Print Management Systems, e.g. PaperCut 	D	A / I
<ul style="list-style-type: none"> Building solutions, using Power BI 	D	A / I
<ul style="list-style-type: none"> Building solutions, using Power Automate 	D	A / I
<ul style="list-style-type: none"> Building solutions, using Power Apps 	D	A / I
<ul style="list-style-type: none"> Microsoft Server Management 	E	A / I
<ul style="list-style-type: none"> Microsoft Virtual Server Management 	E	A / I
<ul style="list-style-type: none"> Microsoft Active Directory 	E	A / I
<ul style="list-style-type: none"> Microsoft PowerShell 	E	A / I
<ul style="list-style-type: none"> DNS, DHCP, Group Policy 	E	A / I
<ul style="list-style-type: none"> Good knowledge of 3rd party cloud applications apps 	D	A / I
<ul style="list-style-type: none"> Good knowledge of Android, Mac OS, iOS integration 	E	A / I
<ul style="list-style-type: none"> Ability to articulate technical ideas to non-technical people, both verbally and in writing 	E	I
<ul style="list-style-type: none"> Knowledge and/or qualification in a recognised 	D	A

Skills and qualifications	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
framework for IT service delivery, e.g. ITIL Foundation certification;		
<ul style="list-style-type: none"> Proven track record of ICT responsibility and delivering measurable improvements in ICT service delivery to a tight budget to meet organisational objectives 	D	A
<ul style="list-style-type: none"> Understanding of networks, LAN, WAN, VLAN, and internet topologies, protocols, and techniques together with a proven technical background in desktop computers, peripherals, software and other hardware 	E	A / I
<ul style="list-style-type: none"> Working knowledge of relevant policies, procedures, codes of practice and awareness of relevant legislation 	E	I
<ul style="list-style-type: none"> Working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant ICT legislation, including those relating to compliance with the GDPR and Freedom of Information Acts. 	E	I
<ul style="list-style-type: none"> Knowledge of budget planning and management 	D	A / I
<ul style="list-style-type: none"> Ability to understand, analyse, and explain ICT to colleagues in an effective non-technical way 	E	I
<ul style="list-style-type: none"> Ability to troubleshoot and problem solve technical issues quickly and efficiently for colleagues 	E	I
<ul style="list-style-type: none"> Be confident in dealing with stakeholders at all levels 	E	I
<ul style="list-style-type: none"> Good interpersonal and communication skills, both written and verbal 	E	I
<ul style="list-style-type: none"> Ability to manage priorities in a pressurised environment whilst meeting agreed deadlines/timescales 	E	I
<ul style="list-style-type: none"> Be able to respond quickly and flexibly to changing deadlines and targets 	E	I
<ul style="list-style-type: none"> Experience of working in an education environment 	D	A
<ul style="list-style-type: none"> Understanding of client/server architecture and more recent cloud services 	D	A
<ul style="list-style-type: none"> Willingness to work flexibly when required 	E	I
<ul style="list-style-type: none"> Excellent knowledge and understanding of internet protocols and standards 	E	I
<ul style="list-style-type: none"> Knowledge and understanding of IP telecommunications principles 	D	A / I
<ul style="list-style-type: none"> Willingness to keep up to date with the latest IT technologies to advise and to maintain effectiveness 	E	A / I
Personal qualities and attributes		
<ul style="list-style-type: none"> Have a high level of integrity and credibility 	E	A / I
<ul style="list-style-type: none"> Able to self-lead, develop and motivate to achieve 	E	A / I

Skills and qualifications	Essential -E / Desirable - D	Assessed at Application (A) / Interview (I)
goals		
<ul style="list-style-type: none"> Analytical and problem-solving skills 	E	I
<ul style="list-style-type: none"> Ability to perform the physical tasks required by the post 	E	A / I
<ul style="list-style-type: none"> Ability to motivate and lead others 	E	A / I
<ul style="list-style-type: none"> Be committed to continuous personal and professional development to maintain and extend skills and knowledge 	E	A / I
<ul style="list-style-type: none"> Good interpersonal skills with all members of the academies and MAC community and 3rd party support providers 	E	A / I
<ul style="list-style-type: none"> Reliable, honest, and trustworthy 	E	A / I
<ul style="list-style-type: none"> Able to work on own initiative, self-motivated and flexible 	E	A / I
<ul style="list-style-type: none"> Willingness to be trained and keep up to date with changes in all relevant legislation including health & safety 	E	A / I
<ul style="list-style-type: none"> A willingness to embrace and celebrate the ethos and values of the MAC as an organisation 	E	A / I

Summary of technologies used across our schools:

Many of our academies use the latest client and server operating systems including Windows 10 & Server 2019. There are over 500 desktop PC's split around classrooms, offices and dedicated ICT suites and each member of staff has a Windows 10 based laptop.

The following technologies and software are used throughout our academies:

- Vanilla network based on Server 2019 and Windows 10
- Microsoft System Centre Configuration Manager (SCCM) is used across our schools for the deployment of PC builds, software and security updates
- SIMS.net is our chosen MIS along with SchoolComms for our parental communication
- Hikvision CCTV equipment combined with Paxton Net2 Access Control – managed in-house
- Ubiquity Unifi wireless network combined with HP Managed Switches and a limited amount of D-Link and Netgear switches
- 3CX & Yealink for telephony services – managed in-house
- Sophos XG Firewalls alongside eSafe forensic monitoring solutions
- Veeam backup and replication
- Microsoft Office365 – Outlook, OneDrive, SharePoint, Teams