Senior ICT Technician

School:	Chew Valley School	Posted:	5th January 2023
Location:	Chew Magna, Bristol, Somerset BS40 8QB	Expires:	30th January 2023 09:00 AM
Contract Type :	Permanent	Start Date:	As Soon As Possible
Salary:	JG6 (SCP 19 to 23) £27,852 to £30,151	Job ID:	1298041
Hours:	Full Time		

Chew Valley School

This is a wonderful opportunity for an experienced and driven Senior ICT Technician to join our thriving and successful school to assist us in achieving even greater success.

The school has been through change in recent years including joining the Lighthouse Schools Partnership (LSP) Multi Academy Trust alongside several of our feeder primary schools and Gordano and Backwell secondary schools. Through this we are developing work of a mutually beneficial nature.

The school has a distinctive character and ethos which is unashamedly child-centred and emotionally intelligent in the way relationships are managed between staff, parents, students, and governors. The school has a House system at the heart of its culture with vertical tutoring as a key facilitator. There are four houses - Bilbie, Hauteville, Moreton and Rodney.

JOB PURPOSE

To provide 2nd/3rd line and elevated IT Support for staff, students and parents at the school.

To provide AV support for effective delivery of the curriculum.

Provide Helpdesk management (multi-queue) and task overview of the IT Support Team and Support the development of IT within the Lighthouse Schools Partnership.

Working hours are based on a rota to cover the opening hours of the ICT Support Department (8am to 5pm).

THE POST

To provide specialist technical support, practical assistance and advice to staff and students of the school.

The post is for 37 hours per week and is an all year-round contract. Actual hours of work will be agreed with the Network Manager, possibly to include adhoc evening or weekend working as required for essential maintenance or development work, thereby minimising network downtime during the school day.

RESPONSIBILITIES

- Ticket allocation and task management of technicians to resolve IT incidents. (Deputise for IT Manager)
- To communicate effectively with customers to ensure expectations are effectively managed
- Providing 2nd/3rd line support for all hardware and software issues and as an escalation route through the support team or suppliers
- Ensuring that all installed software is correctly licenced
- Managing and maintaining oversight of the school's AD, GPO and Azure Structures
- Manage software deployment through SCCM and GPO
- Assist the Line Manager with specification and procurement of IT hardware and software
- Managing the school's IT asset system
- Provide Audio Visual (AV) support service (including ordering spares and consumables)
- Ensuring teaching and learning with IT can continue without interruption in classrooms. Provide technical support to departments. This will include software, hardware and AV
- Manage and agree server/network maintenance, file quotas and Windows Updates where required
- Ensuring that the school meets relevant e-safety requirements and that appropriate filtering is in place (that does not compromise effective teaching and learning)
- Maintaining comprehensive, collaborative documentation for all areas of IT Support
- Lead on core server and network maintenance, ensuring operational readiness and contingency planning
- Maintain and update technician setup notes as tasks are completed throughout the team
- Managing the school's backup system and checks
- Manage and maintain pc images for the team to meet the needs of the school
- To provide tactical changes to network infrastructure (including CAT5 cabling), within the normal expectations of basic cabling
- Provide specialist hardware/software support for CCTV systems
- To lead with monitoring network and Internet security, including the filtering of inappropriate materials and websites
- To support the IT Manager in the delivery of training for new and existing staff, as required
- Mentor IT support staff on an adhoc basis
- To carry out such other duties as are required and as are commensurate with the nature of the role
- Ensure the security of all information held on the computer systems is maintained in line with the Data Protection Act, School Policy, Virus Protection Policy and other mandatory regulations

- Be aware of, comply with, and enforce, policies and procedures relating to child protection, security and confidentiality, reporting all concerns to an appropriate person in line with the school's Acceptable Use Agreements
- Maintain confidentiality at all times in respect of school-related matters and to prevent the disclosure of confidential and sensitive information in line with the principles of Data Protection

A completed Application Form, together with a letter of application, should be sent to the Headteacher by 9am Monday 30 January 2023.

Safeguarding Statement:

The Lighthouse Schools Partnership – Chew Valley School is committed to safeguarding and promoting the welfare of children and young people and expects all in our community to share this commitment. Suitability to work with children and young people will form part of the selection process. As part of the shortlisting process an online search will be carried out. All appointments will be subject to vetting, including an enhanced DBS check.

We are also committed to creating a diverse and inclusive workplace and welcome applications from all suitably qualified candidates, particularly those from underrepresented groups.