

# Job Description

**JOB TITLE:** SENIOR IT TECHNICIAN

<b>REPORTING TO:</b>	IT Manager
<b>RESPONSIBLE FOR:</b>	Apprentice IT Technician
<b>INTERNAL CONTACTS:</b>	All staff and students of The Warriner MAT
<b>EXTERNAL CONTACTS:</b>	Support partners, suppliers, contractors, etc.
<b>WORKING TIME:</b>	37 hours
<b>SALARY/GRADE:</b>	<b>Grade 8</b> (£24982 – £27741)
<b>DISCLOSURE LEVEL:</b>	All positions are subject to an enhanced DBS check as standard practice

<b>PURPOSE:</b>	<p>To provide support and maintenance of the school’s network, servers, software packages, computer equipment and audio/visual hardware.</p> <p>To be the first point of contact for students and staff, responding appropriately to frequently changing priorities and deadlines.</p> <p>To contribute to the delivery of the MAT primary school ICT provision via remote sessions and site visits.</p> <p>To undertake any other appropriate duties, as requested by the IT Manager, to assist with the efficient running of the School’s support services.</p>
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<b>KEY TASKS:</b>	<p>Install, maintain, and upgrade desktop and portable hardware/software including peripherals e.g. smart boards, projectors, scanners, and printers.</p> <p>Install, maintain, and upgrade the network infrastructure and monitor network performance.</p> <p>Install, maintain, and upgrade the hardware and software of servers.</p> <p>Review and monitor the server backup systems to ensure successful operation and to identify faults.</p> <p>Perform advanced diagnostic procedures to solve problems with hardware, peripherals, and applications.</p> <p>Escalate to, liaise with, and manage our support partners, contractors, and other outside agencies to solve problems where necessary.</p> <p>Assist the IT Manager with the development and implementation of IT policy and strategy.</p> <p>Identify improvements and make recommendations to the IT Manager regarding new and existing systems to ensure optimum usage/value for money.</p> <p>To carry out research to investigate the price, specifications, and possible suppliers for services that the school requires.</p> <p>Maintain and monitor the antivirus system ensuring that the appropriate policies are in place and critical updates are applied.</p> <p>To advise the IT Manager on network security concerns and make recommendations regarding improvements to security measures.</p>
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Assist with the management and development of Active Directory and Group Policy.

Create and maintain user accounts, user permissions, network shares and access rights.

Create and deploy system images ensuring that systems have required software and can be quickly restored.

Monitor student use of the network, including internet access, file storage, print activity and removable media.

Assist with the management of the email platform and internet filtering system.

Help to evolve and maintain school policies in Data Protection, internet usage and e-safety.

To provide support and training to staff in the use of IT systems, Audio/Visual equipment, frequently used programs, and general network understanding.

To provide support to students in their use and understanding of IT systems and other curriculum required applications.

To investigate and evaluate new technologies with the potential to improve school operations including considerations of cost and compatibility with existing systems.

To provide advice and recommendations on new IT systems to meet teaching requirements with regards to cost and compatibility.

To assist with updating/maintaining the IT asset register and tagging equipment.

To be responsible for own health & safety and ensure that all ICT-based equipment, materials, and furniture comply with Health and Safety legislation. This will include visual checks of all ICT-based equipment.

Maintain an up-to-date working knowledge of relevant ICT issues and equipment, undertaking training etc. as necessary on an ongoing basis when available and when resources allow.

To adopt a flexible approach to working hours enabling out of hours support should it be required.

Participate as a full member of staff at the school, supporting initiatives and objectives across the whole School.

**SKILLS & QUALIFICATIONS:**

**Essential**

Providing installation and support for Windows 10 and Office 2016/2019/Office 365

Windows desktop administration

Windows Server 2012R2/2016/2019 administration and support

Server and desktop hardware builds

Server essentials: Active Directory, Group Policy, DNS, DHCP, User Quotas, File Filters

Server technologies: WDS, WSUS

NTFS management, Folder Redirection, & user profiles

Troubleshooting TCP/IP Networking, both wired and wireless

Hardware and Software support for printers

Experience with Microsoft Hyper-V

Experience with Microsoft Failover Clustering

Automation of processes via scripting (PowerShell/VBScript/Batch)

HP Procurve/Aruba Switching/VLAN Configuration

Microsoft 365 management and support

**Desirable**

Microsoft SQL Server 2012/2014/2016

Microsoft System Center Config Manager/Data Protection Manager/Virtual Machine Manager

Veeam Backup Solution

Aerohive Wireless Solution

Experience with the use of Cluster Shared Volumes

Microsoft Exchange 2016

Microsoft IIS

Microsoft 365 Intune/Endpoint Manager administration

Microsoft 365 Teams administration

Microsoft 365 Sharepoint administration