Haggerston School

Job Description

Post Title: ICT Network Administrator
Status: 36hrs per week, permanent, 52 weeks per year
Indicative Grade: SO1 (£32,301 min) to SO2 (£35,949 max) depending on experience
Line Manager: School Business Leader

Job Summary:

- To provide a comprehensive 1st and 2nd line support service for the operation of computers, telephones, photocopiers and peripheral equipment, either personally or in liaison with other members of the ICT team (IT apprentice) or, where appropriate, third parties (3rd line support provider)
- To provide a technical assistance service to students and staff in the use of IT equipment as required. To be responsible for efficient network performance.
- To ensure compliance with health and safety regulations is maintained at all times in the delivery of technical services.

Dimensions of post:

This is an all year round post and the post holder will be expected to work a 36 hour week and will be expected to take their annual leave entitlement during the school holidays.

The hours of work will be 8.30am – 4.45pm Mon-Thurs and 8.30am – 4.30pm Friday, including an hour for lunch. There will occasionally be the need to work late and/or attend meetings away from the school and outside of normal working hours.

It is expected that the post holder will carry out her/his responsibilities within this framework.

Principal Responsibilities:

- Provide first class IT support for staff and students in person and via telephone
- Ensuring all incidents are correctly logged and managed using the call logging system
- Manage individual call logs and escalate more complex issues in a timely manner
- Perform PC hardware repairs and upgrades. Arrange and ensure that hardware and software is adequately maintained and that problems are reported and rectified within adequate timescales.
- Detect, diagnose and resolve PC, printer and peripheral device faults. Identify the cause of faults and to undertake basic repairs and maintenance of hardware.
- Identify failing systems and suggest solutions
- Identify and install software patches
- Identify application compatibility issues
- Identify any recurring issues
- Identify and escalate issues to 3rd line technicians in a timely manner
- Build PC's with school's OS image
- Assist in creating and implementing a structured approach to rolling out new hardware or software

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- Management of onsite IT equipment. Be responsible for keeping an inventory of software and hardware and to maintain stock of consumables.
- Management of telephone system (via a third party)
- Management of photocopiers and PaperCut system
- Ensuring all relevant equipment has school's asset tag
- Manage collection of redundant equipment
- Ensuring all loaned equipment is accounted for
- Develop and manage an equipment maintenance schedule
- Ensure school policy on staff and pupil access to data and files is implemented
- Support of financial planning for ICT, including purchase of items, and help to estimate future budget requirements
- Have some supervisory responsibilities for junior staff / apprentices
- Liaise with senior staff
- Provide basic training for staff and students (if requested)
- Liaise with suppliers on delivery dates, supply and installation of software and hardware, technical support and training as appropriate.
- Write professional emails when liaising with staff or third parties
- Provide advice on technical matters, trends in the use of computers, prices and availability of new software.
- Prepare computers with the appropriate software ready for use, as required by school staff.
- Support teachers and pupils when they are using computers and help them resolve difficulties.
- Ensure that there is adequate security, both physical and for data on the system.
- Ensure that network performance is constantly monitored in light of future hardware, software and user requirements.
- Undertake feasibility studies on equipment and software requirements, producing costings and implementation for the production of an ICT Development Plan for the school.
- Ensure that procedures are set up to cover for any eventuality and to produce a disaster recovery plan in case of major hardware / software failure.
- Ensure that the back-up of the school network is correctly configured, running and tested periodically.
- Ensure all systems are appropriately configured for the software in use.
- Ensure users have adequate and appropriate access rights to the school's software and pupil and staff databases and email accounts. Create email addresses.
- Ensure that passwords are changed periodically and that printers are appropriately configured.

General requirements:

- Take part in the school's performance management system
- Attend line management meetings.
- Enhanced DBS Check.
- Undertake statutory training (Safeguarding, GDPR, H&S at Work, etc).
- Strong commitment to furthering equalities in both service delivery and employment practice.
- Promote and safeguard the welfare of children, young and vulnerable people that you are responsible for or come into contact with.

  Additional duties and tasks will be negotiated and agreed at the time of appointment and annual review at the direction of the Business Leader or Headteacher.

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This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation of the post holder's professional responsibilities and duties.

The postholder will be expected to carry out all duties in the context of, and in compliance with, all the School's policies and procedures and in compliance with the London Borough of Hackney's Equal Opportunities Policies and Code of Conduct. All the above duties to be carried out in line with current Health & Safety legislation.

Whilst every effort has been made to set down the main duties and responsibilities of the post, each individual task to be undertaken may not be identified. This job description in consultation with you, may be changed by the Head teacher to reflect or anticipate changes in the job commensurate with the grade and job title.

The post holder will be expected to work flexibly and carry out all duties in compliance with the school and learning Trust policies.

Signed:…………………………………………… Date ……………………………
        Headteacher

        I acknowledge that I have seen, understood and received a copy of the job description.

Signed:………………………………………….. Date ………………………….
        ICT Network Administrator

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PERSON SPECIFICATION
ICT Network Administrator

Qualifications/Knowledge

● HND or equivalent qualifications in appropriate subjects. (E)

Experience

● Experience of ICT network administration (including training). (E)
● Experience of carrying out a similar post in a secondary school. (E)
● Experience in the use of CAPITA SIMS. (D)

Knowledge

● Good knowledge of Windows 10, Microsoft applications and G Suite. (E)
● Knowledge of Apple operating systems. (D)
● Confident at troubleshooting software, applications, printers. (E)
● Good knowledge and diagnosis of IWB, projectors and smartboards. (E)
● Good knowledge of anti-virus software. (E)
● Competent use of PC imaging software. (E)
● Awareness of relevant health and safety regulations. (E)
● Knowledge of available equipment, hardware and software. (E)
● Understanding of network topologies and server roles. (D)

Skills

● Ability to assist in the provision of the safe and efficient daily running of ICT services across the school. (E)
● Ability to lift and transport ICT equipment safely around the school. (E)
● Ability to maintain inventories and keep accurate records. (E)
● Ability to communicate effectively with pupils and persons at all levels. (E)
● Ability to assist with ICT workshops and other activities. (E)
● Ability to identify with teaching staff on ICT support needs generated by curriculum development. (E)