

Job Description

**JOB TITLE: Lead ICT Technician for the Brighter Futures Learning Partnership Trust**

**BAND: 7, Scale Points 12-20 £22,183**

**RESPONSIBLE TO: Trust ICT Manager**

**Overall Responsibility:**

* Work as part of the Brighter Futures Learning Partnership Trust ICT Support Team.
* Manage the day to day running of the ICT infrastructure with support from the Trust ICT Manager.
* Provide support for all users, curriculum and administrative
* Installation of new and existing software across the network.
* Maintain and manage all equipment as part of the ICT network.
* Contribute to the overall development of all ICT related projects.
* Attend regular meetings and provide key training to staff
* Adhere to health & safety and welfare regulations when handling/working with computer and electrical equipment
* Provide support to the primary/infant schools within the Trust.
* To line manage staff including ICT technicians

**Main Duties:**

1. **The maintenance of the ICT Support Helpdesk/Ticket system:**

* Take responsibility in the management and monitoring of ICT support requests via the helpdesk system.
* Ensure support is given where needed to all tickets on each level of ICT Support.
* Ensure all tickets are regularly updated.
* Ensure all ticket actions meet the ICT Support helpdesk rules.
* Escalate tickets where appropriate.

1. **The management of the school’s ICT networks:**

* Manage and administer the servers and associated routines.
* Manage and administer the network infrastructure.
* Manage and administer the backup solution.
* Manage and administer the telephony infrastructure.
* Manage and administer the wireless infrastructure.
* Manage and administer the network security infrastructure.
* Manage the hardware and software support for workstation PCs.
* Manage the hardware and software support for the wireless system and devices.
* Ensure all school software is up to date and secure.
* Maintain the school ICT asset management database, ensuring it is accurate and current
* Ensure adequate printing facilities are offered to all users of the network.
* Support the administration and Maintenance of the school ICT safeguarding system.

1. **The maintenance of End-Point Security – AntiVirus System:**

* Work with the Assistant ICT Manager to manage and maintain the Anti-Virus/End-Point Security system at Hungerhill School
* Ensure all endpoint AV databases are kept up-to-date with latest definitions.
* Ensure all end-points have active protection.
* Monitor the endpoint protection by scheduling regular reports containing essential protection information to ensure the endpoints and network are healthy

1. **Installation of new and existing software across the network:**

* Carry out appropriate testing on all new software.
* Install new and existing software on existing PCs;
* Install and configure new wireless devices for network integration.
* Ensure wireless speed is optimal at all times, reducing the risk of timeouts.
* Perform complete installations on new PCs
* Ensure compatibility of all network software

1. **Technical support and configuration of Apple Technology:**

* Ensure the provisioning and deployment of MacOS and iOS devices at Hungerhill School
* Carry out appropriate testing on all new software.
* Install new and existing software on the Apple Mac suite;
* Ensure compatibility of all network resources with iOS/MacOS devices

1. **Technical support for all users; curriculum and admin:**

* Configure and maintain all software applications for consistent use;
* Develop a working knowledge of the schools department specific software and ensure other staff members are of similar knowledge.
* Provide staff with the relevant training in hardware and software where appropriate.
* Monitor school network security and permissions including any online applications.
* Ensure via training that support does not diminish during staff absence.

1. **Technical support for Primary/Infant Schools within the Trust:**

* Provide technical support for ICT related issues to schools within the Trust.
* Contribute to the overall development of all ICT related projects.
* Take responsibility for the helpdesk system for each primary/infant school and assign the tickets as appropriate, ensuring tickets are regularly updated.
* Provide staff with relevant training where appropriate.

**Other Responsibilities**

* Ensure performance criteria is met.
* Contribute to the schools extra-curricular programme, following discussion with the line manager
* Work closely with the Trust ICT Manager and contribute to the development of ICT and its effective use across the Trust.
* Be aware of health and safety procedures and liaise with the Health and Safety Officer as required.
* Attend regular meetings with heads of departments and leadership teams when required.
* Travel to other sites within the Trust, to provide ICT support if required

**Personal Development.**

* Provide the ICT manager with a detailed career path including preferred courses and learning.
* Attend courses that will further the candidate’s knowledge in a school based area with attention to the candidates chosen path.

**These duties and responsibilities should be regarded as neither exhaustive nor exclusive, as the postholder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post, without changing the general character of the post. Dependant on need, you may be deployed across the Trust**