

## CHILDREN AND LIFELONG LEARNING – HR SERVICES

| School  |                                  |         |            |            |
|---------|----------------------------------|---------|------------|------------|
| Job No. | Post Title                       | Grade   | JE Pts     | Date       |
| C1140   | <b>Senior Network Technician</b> | Grade 8 | NJC<br>512 | April 2008 |

### Statement of Purpose

To support the school's computer systems, applications and associated software and to advise on and support the implementation of system developments.

### Support to Pupils and Staff

- Provide support and guidance to staff and students on the use of the school's ICT systems.
- To support teaching staff in the general running of the ICT rooms to ensure lessons are efficiently serviced.

### Support for the Classroom

- To provide adequate training and quality documentation for all systems.
- Troubleshoot software and hardware faults.
- Install software and hardware.
- Help to promote and ensure the health and safety and good behaviour of pupils when required.

### Support for Administrative Process

- Obtain quotations for ICT developments from the Senior Leadership Team and other suppliers.
- Ensure appropriate stock control systems are in place.
- Manage the budget for ICT consumables.
- Ensure stocks of ICT consumables are available.
- Ensure ICT equipment is maintained in good working order.
- Liaise with external suppliers for orders of repairs and equipment.

### Support the ICT Facilities in the School

- Arrange for the installation of new equipment. This includes ensuring that services (e.g. power) are available as required.
- Support and have overall responsibility for:
  - Updating students' passwords on request.
  - Installing users.
  - Deleting old users.
  - Deleting old files.
  - Installing software.
  - Checking for unauthorised use.
  - Auditing use.
  - Building network stations.

## CHILDREN AND LIFELONG LEARNING – HR SERVICES

- Technical support functions, including fault diagnosis and resolution.
- Security measures and back-up schedule.
- Ensure ICT security policy is implemented.

### Support for Audio-visual Systems

- Maintain the school's AV systems.
- Advice on the provision and use of AV equipment.
- Monitor and develop the use of the internet and intranet.

### Support for ICT Systems

- Maintain e-mail accounts for staff.
- Maintain the Sims.net system.
- Support, update and maintain the school website and Virtual Learning Environment.
- Support and have overall responsibility for:
  - Software installations.
  - Hardware maintenance. Upgrades. Fault diagnosis and repair.
  - Security measure and back-up schedule.
- Maintain and up-to-date inventory of all ICT equipment and software in the school.

### Support for Resources

- Supervise loans of ICT/AV equipment.
- Ensure all equipment is maintained and stored safely.
- Observe and report any damage or conditions of equipment which need attention.
- Remove any equipment that presents a Health and Safety risk.
- To undertake the implementation and maintenance of the school's computer systems to comply with users' requirements and changes in legislation.
- To ensure the inclusion of controls and procedures to maintain the security, privacy, reliability and confidentiality of data in all systems.
- To undertake error corrections, new application releases and enhancements for bespoke and packaged systems, and maintain contact with appropriate suppliers.
- Assist with the monitoring and management of stock (software and hardware), cataloguing resources and undertaking audits as required.
- Maintenance of specialist equipment, check for quality safety, undertake specialist repairs/modifications within own capabilities.
- To assist in the estimation of costing the implementation of new developments or enhancements.
- To prepare progress reports and other relevant information to supervisor.
- To keep abreast of, and conversant with, all relevant legislation, technological developments and techniques.

### Support to School (This list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.

## CHILDREN AND LIFELONG LEARNING – HR SERVICES

- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Assist with pupil needs as appropriate during the school day.

**Note 1:**

***The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.***

CHILDREN AND LIFELONG LEARNING – HR SERVICES

**Person Specification  
Senior Network Technician  
Level 3**

| Essential Criteria  | Measured By |
|---|-------------|
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of network management.</li> <li>• Experience of hardware and software implementation and problem-solving in an ICT environment.</li> <li>• Supervisory experience.</li> </ul>  | AF/I        |
| <p><b>Qualifications/Training</b></p> <ul style="list-style-type: none"> <li>• NVQ Level 3 for IT Professionals, or equivalent qualification or experience</li> </ul>   | AF/I        |
| <p><b>Knowledge/Skills</b></p> <ul style="list-style-type: none"> <li>• A good, working knowledge of current computer operating systems and other relevant systems.</li> <li>• Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation.</li> <li>• Ability to work constructively as part of a team, understanding school roles and responsibilities and your own position within these.</li> <li>• Ability to organise, lead and motivate other staff.</li> <li>• Good communication skills.</li> <li>• Ability to relate well to children and adults.</li> <li>• Good organising, planning and prioritising skills.</li> <li>• Methodical with a good attention to detail.</li> </ul>       | AF/I        |
| <p><b>Behavioural Attributes</b></p> <ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect.</li> <li>• Open, honest and an active listener.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service.</li> <li>• Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> </ul> | AF/I        |

## CHILDREN AND LIFELONG LEARNING – HR SERVICES

|  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Is adaptable to change/embraces and welcomes change.</li><li>• Acts with pace and urgency being energetic, enthusiastic and decisive.</li><li>• Communicates effectively.</li><li>• Has the ability to learn from experiences and challenges.</li><li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li></ul> |  |
|--|--|

AF - Application form | - Interview

**Note 1:**

***In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:***

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***