

Melbourn Village College: Senior IT Technician

JOB DESCRIPTION

JOB TITLE: Senior IT Technician

Salary: NJC scale SO1- £28,226- £30,095 (FTE)

Hours of work: 37 hours (8-4pm Mon to Thu, 8-3.30pm Fri)

Contract: Permanent - 52 weeks (could be negotiable)

Line of Responsibility

Deputy Principal

Description

Working at Melbourn Village College will present a very exciting opportunity for anybody wanting to expand their knowledge of IT. The school is forward thinking and is investing heavily in new technology to support and enhance the learning of its students.

The Cam Academy Trust, of which Melbourn Village College is part, is currently going through a major review of the technology it is currently using. Most services are now delivered via Office 365 and SharePoint and soon every pupils will have their own iPad.

The Senior Technician is responsible for maintaining and improving systems in line with the IT strategy and ambitions of the school.

Key roles:

- To ensure the smooth running of the computer network
- To ensure priorities are set where necessary
- To provide 1st and 2nd line support
- To provide 3rd line support when required
- To assist the Trust Service Delivery Manager when required in rolling out new systems within Melbourn Village College and Trust wide
- All aspects of hardware and software including installation, operation, upgrades, repair and replacement
- Providing technical advice and assistance in IT related matters to staff and pupils; this includes being available to pupils for iPad queries etc
- Ensuring that health and safety requirements and other relevant regulations are in place and adhered to
- Any other duties commensurate with the grade of the post

Key tasks:

- To ensure that all systems are kept up and running
- Ensure IT security is maintained
- Ensure Anti-Virus software is up to date with regular tests as required

- Produce reports for the Trust Service Delivery Manager as appropriate\required
- Ensure asset records are maintained and kept up to date
- Liaise with contractors when required
- Liaise with providers of bought-in packages when necessary e.g. MIS provider
- Communicate with staff when problems occur
- Communicate with staff when there will be likely outages
- Monitor the usage of the internet and ensure security and filtering are correct and in place
- Manage installation and configuration of new hardware/software
- Provide IT training (induction) for new staff
- Obtain quotes to ensure best value is provided to the school and the trust with help from the Trust Service Delivery Manager
- Make recommendations to the Deputy Principal and Trust Service Delivery Manager for areas of change within Melbourn Village College
- To be involved in interviewing of new IT support staff

Personal specification:

Technical skill requirements -

- To have a knowledge of server technologies, examples are
 - Server 2019
 - Office 365
 - System Centre Stack
 - Microsoft Azure
- To have some knowledge of cloud technologies, in particular Office 365
- Knowledge of Microsoft Hyper-V
- Record of managing a diverse IT function across both Systems Development and Infrastructure
- Experience of developing and delivery of IT strategy
- Management of a budget

Qualifications -

- One or more of the following:
 - Microsoft MCP in Server 2016/2019, System Centre
 - Microsoft MCP in Windows 10
 - Any other certifications in line with the Technical skill requirements
- A relevant degree (Computer Science, Information Technology etc) or relevant experience
- Further training can be given during employment should it be required

Personal skill requirements -

- Good communicator

- Enjoys working in, and perhaps a hobby in, IT/Computers
- Able to work under own initiative
- Good team player
- Willingness and adaptability in tackling the variety of tasks arising in a school environment

Conditions of Employment

The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).

The post holder is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.

To uphold the school's policy in respect of Child Protection matters.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced Disclosure and Barring Service (DBS) check will be carried out for the successful candidate.

The post holder shall be subject to all relevant statutory and institutional requirements.

The post holder may be required to perform any other reasonable tasks after consultation.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the postholder.

All staff participate in the College's performance management scheme.