



Job Description

| Senior ICT Technician | |
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| Scale | G 11-17 |
| Hours | Hours to be agreed |
| Section | Support Staff |
| Responsible to | The MAT's Director of ICT and Trust ICT Network Manager |
| Responsible for | This role has no responsibility for staff |
| Job Purpose | The Senior ICT Engineer will be responsible for the maintenance of the MAT's ICT networks and the installation and updating of software across the network. The post will provide technical support for users (curriculum and administrative) and systems within the MAT. |
| Core Purpose | The core purpose of the Senior ICT Engineer is to support the Trust ICT Network Manager to provide professional management of the MAT's ICT systems. |
| Areas of Responsibility | |
| <ul style="list-style-type: none"> • Maintenance of Apple/Linux/Windows Server Domains/Servers. • Maintenance of Student and Staff accounts on the Curriculum and Admin domains across the MAT. • Maintenance and repair of the physical network in the event of a failure of any kind. • Update windows PC's using on site update servers. • Deployment of Admin workstations, Curriculum PC's, and all types of peripheral hardware including input devices, printing and sound across the MAT. • Installation of Operating Systems, and all types of Curriculum and Admin software appropriate to the system being configured. • Rebuilding of existing PC's and creation of new PC's through recycling. • Evaluation and Deployment of software to be made available throughout the network or individual systems. | |

- Create appropriate users guides and records for the MAT ICT support Service and its users
- Repair and maintenance of all PC's, Laptops, and peripherals onsite including input devices, printers and sound.
- Logging calls with suppliers for warranty and chargeable repairs.
- Cleaning of graffiti, and cleaning inside and outside the computers when moving or upgrading suites of PC's, to ensure their longevity and appearance.
- Support the onsite telephone system.
- Liaison with the relevant support team(s) for troubleshooting network issues or faults of the SIMS system and the adjoining suite of software.
- Provide support to Staff and Students using projection facilities.
- Use on site helpdesk system for to respond to Staff support tickets.
- Provide printing support to MAT Staff.
- Prepare Purchase orders for ICT equipment
- Be responsible for ordering printing [consumables where appropriate] ensuring value for money is always sought and keep appropriate levels of stock
- Perform restoration of data from MAT backup systems where required.
- Maintain and update the IT Asset Register.
- Process deliveries of equipment for ICT support and ensure relevant paperwork processed.
- Issue hardware to Staff where appropriate with appropriate paperwork.
- Access the MAT's Web Filters to block/allow web addresses as appropriate.
- Support the use of all third-party ICT systems that the school subscribes to.
- Use and support remote access systems/software.
- Liaise with staff on a daily basis and set up AV equipment for assemblies as appropriate.
- Provide ICT support to exams officers during the summer holidays when results are published and downloaded.
- Arrange collection of redundant ICT equipment and record disposal
- Maintain and monitor CCTV systems. Access footage for incidents when requested and report system faults to supplier..
- Adhere to all relevant School/MAT policies.
- Have due regard for safeguarding and welfare of children and young people and to follow the child protection procedures adopted by the Trust
- Participate in the school's appraisal process.
- The post holder will be responsible for their own health and safety. All duties and responsibilities must be carried out in line with the specific requirements detailed in the MAT Health and Safety policies.
- Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the school therefore retains the right to amend job descriptions to reflect changing requirements.
- Perform any other reasonable tasks within the range of the salary grade

Stowe Valley MAT is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. This post is subject to an Enhanced DBS Disclosure.

COMMITTED TO EQUAL OPPORTUNITIES