

Job Description



**Alderbrook School
& Sixth Form**

AMBITION | BRAVERY | KINDNESS

Alderbrook School has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults, and requires all staff and volunteers to share this commitment.

POST:

IT Technician

SALARY:

Band C

ACCOUNTABILITY:

All staff work under the reasonable direction of the Headteacher and Leadership Team with delegated responsibility.

Accountable to: Network Manager

Purpose of Post:

To work as part of the Network Team in the configuration, implementation, operation and maintenance of the school's IT networks as well as providing technical assistance and advice to students and staff.

Specific responsibilities for which he/she is accountable

- Maintaining and repairing computer systems: Ensuring all computers and peripheral devices are in good working order
- Installing and configuring software and hardware: Setting up new equipment and updating existing systems. Packaging, testing and deploying software applications and updates.
- Managing network: Monitoring and maintaining network security to protect against cyber threats. Managing school network hardware.
- Providing Device technical support: Assisting staff and students with technical issues and troubleshooting problems remotely and in Classrooms and Offices across a wide range of devices including Desktop PC's, Laptops, Projectors, Screens and peripheral devices.
- Providing User technical support: Assisting staff and students with account access, authentication and permission problems
- Maintaining inventory: Keeping track of technological equipment and ensuring everything is accounted for
- Managed Printing Support: Assisting in the upkeep of the school Printers and Photocopiers.
- Telephones: Internet hosted VoIP – support, diagnostics and maintenance of cloud hosted platform, desktop applications and desk phones.
- CCTV: On premise server and camera maintenance, software and user support
- Cloud: Microsoft 365 tenancy admin, Azure and Intune management.
- Cyber security monitoring: Email filtering, Web filtering and monitoring, Endpoint security monitoring, investigation and maintenance.
- Forensic Monitoring: Monitoring multiple systems to maintain security and safeguarding of all users.
- Backups: Maintaining multiple backup systems both on site and cloud hosted.

All jobs are subject to change and this job description may be reviewed annually or at any other mutually convenient time.

Signed: _____

Signed: _____ **Tom Beveridge (Headteacher) Date:**