Hitchin Boys' School
Job Description

Position: **Senior IT Technician**

Reporting to: **IT Services Manager**

Grade: **H7 – points 19-23 (FTE £33,119 to £35,570 p.a.)**

Working hours: **37 hours per week**

Working weeks: **Term time (38 weeks) + 7 days per year**

Job purpose

To provide a professional IT service to support the needs of the Hitchin Boys' School community and to deputise for the IT Services Manager in their absence.

Key Responsibilities

To ensure satisfactory upkeep of staff and student laptop and desk top machines
Including:

- Repair and replacement of damaged keyboards, screens, batteries etc
- The commissioning of new laptop and desktop machines
- The decommissioning and safe disposal of redundant equipment
- Software installations and upgrades

IT Support of students and staff
Including:

- Assistance in the use of software
- Resolving password and login issues
- Assisting staff with classroom projector problems when the AV technician is unavailable
- Support the school email system
- Cashless catering
- Chromebook loan for pupils

Maintaining Supplies
Including:

- Maintaining the supplier list and liaising with potential suppliers
- Ensuring supplies of printer ink and spares are available and obtaining quotes to replenish stock
- Raising and placing orders, including checking deliveries and invoices

Printer maintenance
Including:

- Replacing toner cartridges and clearing paper jams
- Dismantling and repairing faulty printers
- Installing replacement printers when repairs are unfeasible.

Maintenance of school network
Including:

- Monitoring the "health" of networked devices and responding appropriately

- Ensuring the wifi system is operational
- Monitoring internet bandwidth usage daily and investigating incidents of web misuse alongside the IT Manager
- Managing weekly offline backups

Server administration and development
Including:

- Building servers, as part of the server replacement programme
- Developing the server build to take advantage of emergent technology
- Managing back-up routines
- Monitoring the "health" of the servers and responding appropriately

Miscellaneous
Including:

- Assist with software upgrades on behalf of 3rd party contractors such as SITSS, WisePay etc
- Support the CCTV system, Phone System and Security Systems connectivity to the school network
- Explore and test the potential benefits of new technology for use within the school
- Deputise for the IT Services Manager in her absence to provide IT advice to the Senior Leadership team and line manage the IT Technicians, as required.
- To undertake any other duties commensurate with the grade of the post, in consultation with line manager and/or Headteacher

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the job incumbent will carry out. The post holder will undertake any other duties commensurate with the grade of the post, in consultation with line manager.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

To conduct this role effectively you need to be aware of, and support, the fundamental philosophy and aims and objectives of Hitchin Boys' School, and to be instrumental in creating an ethos which facilitates the effective education of every student in your care. 'Striving for Excellence' means that every student realises their potential and has barriers to learning removed as far as possible.

Performance Management

Our agreed performance management system will be used to review performance throughout the year. This job description will be used as part of the review.

Print name …….	Print name …….
(Member of staff)	(Line Manager)
Signed ……	Signed ……..
(Member of staff)	(Line manager)
Date ……	Date …….
(Member of staff)	(Line Manager)

Person Specification - Senior IT Technician

	Essential or Desirable
Skills & Knowledge	
4 GCSEs or equivalent, to include English and Maths	E
Good knowledge of Microsoft Window Servers OS including Active Directory, DNS, DHCP and Group Policy	E
Strong knowledge of network security, data protection and backup systems	E
Ability to diagnose and resolve hardware, software and connectivity issues efficiently	E
Understanding of safeguarding, GDPR and data protection regulations in an educational setting	E
Familiarity with school MIS, learning platforms and educational software	D
Excellent organisational skills with the ability to manage multiple priorities and projects and able to communicate effectively with both technical and non-technical users	E
Knowledge of cloud technologies and virtualisation (eg Microsoft 365, Google Workspace)	E
Good written and verbal communication skills	E
Awareness of emerging technologies in education and their potential applications	D
Experience	
Experience managing and maintaining ICT networks, servers and systems	E
Experience maintaining and troubleshooting AV, print management, CCTV system, IP Telephony, Net2 Access Control	E
Confident in implementing and monitoring ICT security protocols	E
Experienced in providing technical support to a range of users with varying ICT skills	E
Familiar with managing user accounts, access controls and permissions	E
Experienced in maintaining inventory records, warranties and licensing documentation	E
Experience working in a school or educational environment	D
Teamwork	
Ability to work both independently and as part of a team	E
Ability to manage own time effectively and meet deadlines	E

General	
Good understanding of the importance of safeguarding	E
Willingness to develop, learn and be proactive in the role and within the school	E

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced check with the Disclosure & Barring Service.

HBS is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.