

ICT Technician / Network Manager

Lincoln Gardens Primary School / AMS IT Systems

Job Purpose (School):

- To manage and develop the school's ICT network, ensuring high quality support to staff and students.
- To organise and carry out an ICT technical support service to the staff within the whole school
- To work with groups of children when using ICT equipment in a support role

Job Purpose (AMS):

- To provide a high level of first line support both onsite and remotely to a wide range of clients in the small to medium business, Education and home-user sectors
- To provide a high level of first line support for all internal systems within the AMS Group of companies.

Main Responsibilities (School)

1. Provides network and systems management to support and enhance teaching, learning and the administration within the school.
2. Set up the users, staff and pupils for the ICT infrastructure and provide appropriate security.
3. Develops and implements, in partnership with the curriculum co-ordinator, the school's ICT strategy.
4. Consults with appropriate staff to determine new system requirements and enhancements including network links and interfaces. To install network links and interfaces to obtain best value for ICT equipment, operating a tendering process.
5. Advises and supports staff and students in the appropriate use of ICT.
6. Responsibility for the buying of consumables at competitive prices.
7. Evaluates new systems packages to identify the implications of installation.
8. Maintains the school's website under the direction of the headteacher
9. Supervises and arranges the preparation, maintenance, storage and repair of ICT equipment.
10. Maintains stock to meet requirements and requisitions new items to approved standards, receives and stores new stock. Keep stock records, breakage records and other such data as may be required.
11. Assists in practical and demonstrations as required.
12. Installs new systems (hardware and software)
13. Supports the Leadership Team in the effective management and monitoring of the school's safeguarding policy in respect of esafety.

Main Responsibilities (AMS)

1. Provide first line help desk support to other employees of AMS Group as required
2. Provide first line help desk to external clients in all sectors
3. Be involved with installations of hardware, software, network cabling etc as required by clients.

Knowledge, Skill and Experience Required:

- Practical working knowledge of all aspects of ICT required including installation, configuration, fault diagnosis in:
 - Windows XP
 - Windows 2003 Server
 - Microsoft Exchange Server 2003
 - Windows Server 2008
 - Microsoft Exchange Server 2007
 - Microsoft Office software

- Other Education software in general
- Knowledge of TCP/IP Networking including hardware such as switches, routers, wireless access points
- Ability to fault-find and resolve issues with PC, Laptop and Server hardware and software, mainly unsupervised
- Ability to use relevant sources information to resolve issues
- Ability to advise and support staff and students in all aspects of ICT
- Ability to evaluate systems and software packages
- Comply with current Health and Safety guidelines – relevant to the duties being carried out
- Ability to support teaching staff in a classroom situation when using ICT equipment with groups of children

Decision Making:

- Make decisions relating to the correct way to resolve a problem, whilst always ensuring 100% safety of client data
- Make recommendations to Curriculum Co-ordinator as to which ICT hardware consumables to purchase.
- Routine supervisory decisions that ensure the provision of a satisfactory and safe ICT support service throughout the school.
- Advice and guidance on all matters will be available from the Technical Manager who will make all major decisions or offer advice and suggestions on all matters if required

Contacts and Relationships:

- Whilst working with AMS Group, the employee will be directly responsible to AMS IT Systems Technical Manager and other managerial staff and directors within the company.
- Whilst working in the school, the employee will be directly responsible to the Head, School Business Manager and ICT co-ordinator and also AMS IT Systems Management, although the head will be the first point of contact for any problems.

Work Demands:

- The postholder will work in the school 3 days per week during term time on specified days (the same every week – to be advised by the school). Demands on the time of the postholder will be made from different staff and pupils during this time, although this will not make any significant changes to the programme of work. During term time, the employee will work approximately 10 days in the school (negotiable).
- The postholder will work for 2 days per week during term time, and full time during school holiday periods for AMS No-Dig Ltd. Demands on the time of the postholder will be made from various employees, and working hours may need to be flexible to meet the needs of the business.
- **Holidays must be taken within school holiday periods, by prior arrangement, and when suitable for the employer.**