
Alban Academies Trust Job Description



Position:	Network Technician
Reporting to:	Director of IT, Alban Academies Trust
Salary:	H5
Hours:	37 hours per week, 52 weeks per year

Overall responsibility:

- Work with the AAT Director of IT, Network Technicians and Managers across the Trust to develop and implement IT strategy and assist with IT projects at other academy sites should the need arise
- To provide first line IT support services to students and staff on school related IT, supporting teaching and learning by maintaining IT hardware (in consultation with outside agencies if appropriate)
- Help to ensure the efficient running of all computers and systems throughout the school on a day-to-day basis

Main areas of responsibility:

- School support for operation of computers, peripherals and software across the network.
- Support all technical aspects of the operation, maintenance and development of the school's IT hardware and network infrastructure
- Assist with the development of departmental procedures and IT system documentation
- Delivering IT projects during the school holiday period
- Installing and maintaining all IT hardware
- Ensure all IT installs and maintenance adhere to Health and Safety standards
- Assist with server maintenance and support, including out of hours working
- Check new computer equipment on arrival and install/build as appropriate
- Maintain/update inventory of computing equipment throughout the school, including security markings.
- Liaise with the Site Manager regarding portable appliance electrical safety checking
- Maintain computer peripheral equipment such as copiers, printers, projectors; ensure that these are prepared and ready to be used (e.g. fit printer toner/cartridge, clean filters on projectors)
- Manage repairs and warranty claims
- Assist with maintaining consumables and ordering
- Assist with deploying computer hardware around the school
- Keep a log of all technical faults
- Carry out minor repairs/arrange for repair of equipment
- Manage and maintain classroom audio visual equipment including interactive displays
- Create/delete user accounts as required
- Testing and maintaining data backups/recovery and disaster recovery
- Carry out routine network maintenance tasks
- Be familiar with the network infrastructure (cable and patch panel, router, switch, wireless etc.)
- Follow suppliers recommended procedures.
- Make software available to appropriate users
- Ensure the anti-virus software is installed and kept up to date and working on all workstations
- Share and maintain files/folders and desktops as required for students and teachers to use

- To assist in the operation and administration of the network systems of the school
- Any other related task requested by the IT director or the Network Manager

Person Specification

Essential

An understanding of:

- Latest Windows versions
- Windows server
- SCCM
- Google Apps for education and Google Administration
- Ability to install and configure network switches, print servers
- Wireless networking
- Working with Active Directory and group policies
- Microsoft Office 365
- Adobe suite

Desirable

- Microsoft or other standard industry certifications
- Knowledge of:
- Wifi configuration
- Ability to configure and support remote access
- Ability to install peripherals and associated software to both networked and standalone PCs
- Flexibility and sensitivity to the needs and levels of knowledge of a wide range of school users
- Ability to work on his/her own initiative and prioritise tasks
- Demonstrate practical knowledge and problem solving strategies.
- Effective communication with staff regarding the progress of their IT request
- Keep abreast of new developments in software, hardware and new technologies

Further information

- This job often requires physically moving equipment to be maintained / repaired and working across the whole site

This job description 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 trust in relation to the post holder's professional responsibilities and duties.