

## **Job Description**

### **Peripatetic ICT Schools Manager**

#### **Line of Responsibility:**

Responsible to: Head of IT Services

#### **Main purpose of the post:**

To assist in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment across the entire North East Learning Trust, supporting junior staff as required.

The role will encompass 1<sup>st</sup> to 3<sup>rd</sup> line support but is biased toward high-end technical duties such as architecture creation and maintenance.

#### **1<sup>st</sup> and 2<sup>nd</sup> line support responsibilities:**

- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system
- Fault diagnosis and resolution of issues, in co-operation with system and equipment suppliers as appropriate
- Providing support to end users
- Providing support for general applications
- Create document and spreadsheet templates for specific tasks
- User and account management
- Logging equipment allocations
- Asset and resource delivery and management

#### **3<sup>rd</sup> line support requirements:**

The North East Learning Trust ICT Support Team maintain a myriad of ICT provisions, spanning multiple equipment manufacturers and technological platforms. This role may require working with previously undocumented networks or systems, therefore applicants should have strong diagnostic abilities with a deep understanding in how they work.

Applicants are expected to support and manage the following in conjunction with other senior ICT staff:

- IP routing & subnetting, IP ACL, VLAN, VPN & Wireless technologies
- DNS/DHCP/Group Policy/Active Directory/SCCM/MDM/RDS
- Server, Storage Hardware & Software, clustering.
- IP Telephony
- Storage, application and desktop/server virtualisation technologies
- Azure/365 Cloud Based Technology
- Scripting resources based on Powershell, VBScript, CommandScript etc.
- Software repackaging, maintenance & deployment

#### **General Accountabilities:**

- So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees, and in premises/work areas for which the post holder is responsible, to maintain a safe working environment for employees and service users. These are defined in the Health and Safety Policy and codes of practice



- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

**Working Arrangements:**

- Driving license and own vehicle essential. Mileage will be paid
- Professional standard of dress required
- Annual leave to be taken during school holidays

**The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.**

**The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. You therefore have a duty to use the school's procedures to report any concerns you may have regarding the safety or well-being of any child or young person.**

**This job description may be reviewed annually as part of the Performance Review process.**