



Bishop Wilkinson Catholic Education Trust Job Description

Job title:	ICT Technician
Grade:	F , Full Time
Responsible to:	ICT Network Manager / Chief Technology Officer

Purpose

- To support the ICT team in their service to the education of young people across schools in the BWCET and central services.
- To ensure high standards of ICT provision and support, health & safety and maintenance at school sites, to assist with the smooth, efficient running of schools.

Key Responsibilities

- To provide effective ICT technical support, ensuring BWCET ICT equipment is fit for purpose and operating effectively.
- To assist with the technical delivery of the ICT service provision including development, testing, documentation and maintenance of PC's, laptops and systems.
- To provide high quality technical support, advice and guidance to staff and students, as well as supporting and advising staff of best practices.
- To ensure that all incidents and service requests are logged, investigated and resolved (or escalated where appropriate) in a timely and effective manner, keeping staff regularly updated on the status of their incident or service request through the central ICT help desk systems.
- To deploy and maintain PCs, Laptops and Tablets as well as other equipment such as telephones, mobile phones, printers, interactive whiteboards / screens, projectors, ensuring that this hardware is regularly tested and maintained.

- To install and test new software and software updates, ensuring compliance with software licensing regulations at all times.
- To help maintain the network infrastructure (cabling, patch panels, routers, switches) and ensure associated documentation is kept updated.
- To manage Active Directory user accounts of schools within BWCET.
- To assist in the basic management and updating of schools websites.
- To liaise with third parties/external providers, where appropriate, between the school, on behalf of BWCET, in relation to the ICT infrastructure.
- To assist in the replacement and upgrading of existing ICT equipment, including data and safe disposal of equipment.
- To provide ICT technical support to home and remote users.
- To be responsible for ensuring the safe receipt and recording of computer deliveries and all associated record keeping and asset tagging where applicable.
- To ensure only BWCET approved software is used on PC's and that it is licensed and adheres to regulations.
- To deliver technical elements of ICT projects under the direction of the ICT Network Manager and Senior Leader for ICT and Networks.
- To maintain relevant ICT documentation, including the ICT asset register, periodical audit of computer equipment and to provide reports as required.
- Support new ICT initiatives through the delivery of training and CPD to both staff and students where required
- Undertake regularly cleaning and maintenance of ICT facilities including A/V such as Digital Projector filters. Carry out or assist in PAT testing.

Additional Information/Other Requirements

- The post holder must carry out his/her duties with full regard to the Academy's Child Protection, Equalities and other relevant policies in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner.
- The post holder is required to comply with health and safety policy and systems, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.
- Comply with the principles and requirements of the General Data Protection Regulation and the Data protection Act 2018 in relation to the management of BWCET's records and information, and respect the privacy of personal information held by the BWCET; comply with the principles and requirements of the Freedom in Information Act 2000; comply with the BWCET's information security standards, and requirements for the management and handling of information; and use Trust information only for authorised purposes.
- The post holder will be required work across all sites within the BWCET as appropriate to undertake the role and therefore requires full UK driving license.
- To work flexibly and act as a point of contact and offer technical support to staff outside normal core hours and provide remote attendance or attend site when required in response to service demands as agreed with the ICT Network Manager / Service Lead for ICT and Networks.
- Perform all other reasonable requests as required within the grading of your post.
- Any other duties of a similar nature related to the post, which may be required from time to time.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

The trust will endeavour to make any necessary reasonable adjustments to the job and working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition

This job description is current at the date shown, but, in consultation with you, may be changed by the CEO to reflect or anticipate changes in the job commensurate with the grade and job title.

July 2020



Bishop Wilkinson Catholic Education Trust Person Specification

Job title:	ICT Technician
Grade:	F
Responsible to:	ICT Network Manager / Chief Technology Officer

Criteria	Essential	Desirable
Qualifications and Experience		
Qualified to degree level or equivalent		X
Relevant IT qualification e.g. CompTIA Network+, Server+, MCITP	X	
Experience of working in a busy ICT team in a support role	X	
Experience of working in an educational setting		X
Experience of procurement and liaison with third parties for purchasing and managing stock inventory records	X	
Knowledge and Skills		
Good understanding of computer hardware, software and troubleshooting network, server and client machines	X	
Ability to carry out effective research to learn and implement ICT solutions to assist in problem solving	X	
Knowledge and understanding of Layer 3 networks (DMZ, VPN, VLAN, VoIP, Wireless LAN)	X	
Managing and maintenance of windows servers including Active Directory, Group Policies, DNS, DHCP	X	
Working knowledge and understanding of imaging client machines, building computers, software and hardware fault finding and repairs	X	
Proficient in using and supporting Microsoft OS and Office applications	X	
Knowledge and understanding of audio and video recording, editing, trouble shooting and maintenance	X	
Maintenance and troubleshooting of various types of printers and Projectors, Interactive Whiteboards	X	
Ability to maintain high level of customer service when dealing with staff and students	X	

Knowledge of SCCM / Intune for imaging and managing updates		X
Knowledge of Apple Mac Server operating system and imaging iMacs in hybrid mode for running Windows and MacOS		X
Knowledge and understanding of Print auditing software (e.g. Pcounter/Papercut)		X
Knowledge of Office 365 environment e.g. Exchange and mailbox management, Intune, Azure AD, MS Teams, Sharepoint		X
Troubleshooting for Remote Desktop Services		X
Knowledge of IP and Analogue CCTV systems, HP Blades, Dell Servers, SAN, Tape Library, MS DPM, Backup Exec, Veeam, VmWare, Hyper-V, Linux		X
Knowledge and understanding of basic PowerShell scripting		X
Basic Knowledge and understanding of CISCO and HP switches		X
Job Related / Personal Attributes		
Understanding of safeguarding responsibilities and to follow BWCET safeguarding policies	Application form and Interview	
Ability to travel and work across all sites within the BWCET		
Willing to work evenings and weekends and across sites to complete tasks where necessary		
Appreciation of the issues of confidentiality and adherence to data protection regulations		
Willing to undertake training and commitment to continuing professional development		
Ability to work successfully as part of a team and prioritise own work with minimum supervision		
Ability to work under pressure to tight deadlines on a number of different projects		
Commitment to equality of opportunity		

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