



THORNTON

Job Description

IT Network Technician

School Mission Statement

To educate young people to meet the challenges of life courageously, to use their talents to the full, and to live the values of Christ's Gospel.

School Aims

1. To foster students' academic, physical and spiritual growth; in order that we ensure that our young people are happy, confident individuals who are well prepared for life in a rapidly changing world.
2. To enable our students to discover their true potential and to work towards their full development; in order that we encourage students to see themselves and what they have to offer in the context of the wider community.
3. To enable students to grow in the knowledge and love of God; in order that we encourage them to serve Him in others and to spread the knowledge of Gospel Values.

Key Skills & Experience Necessary to Fulfil Role:

- Having a proven strong knowledge of Microsoft Network Management through either significant experience and/or qualifications.
- Experience of first line support and updating ticketing systems.
- A willingness to positively support the teaching & learning environment.
- Proven tact and diplomacy in dealing with adults and children
- Strong inter-personal skills for dealing with various stakeholders of the College.
- Strong organisational skills.
- Sense of humour.
- Ability to prioritise workload and meet deadlines
- Attention to detail for data input
- Ability to assess job severity levels

Preferable skills & experience

- Having worked in a network supporting a school/college
- An understanding of basic use of iSams and Firefly
- Experience of a busy and sometimes pressurised office environment
- The ability to work as a member of a collaborative team.
- The capacity to remain calm and to cope with the unexpected.

Reports to: Network Manager

Accountable to: Bursar

Context & Overview of Role:

This position is of a technical nature within the wider Support Team. The post-holder will work using a first line support ticketing system; however the need to prioritise work as required is necessary in consultation with the Network Manager, taking into account the number of persons affected and the impact of the smooth running of the school. Using your own initiative will be essential at peak times. Due to the routine of schools, the workload may not be evenly spread throughout the year. You will be supervised by the Network Manager, however will be expected to be fully organised utilising Microsoft Outlook Calendar & Tasks for your own workload. Communication in this role is key and you will be expected to keep the Network Manager fully up to date with issues as and when they arise.

This is predominantly a technical hands on role in and around school, within the IT Network Function of the College and at times will be office based. The post-holder provides an efficient and high calibre service to the College in respect of all matters. You will need to contribute to a positive culture that supports the Teaching and Learning environment effectively. All staff are expected to contribute to the wider life of the College and support its Catholic ethos, as outlined in the Mission Statement and Aims of the College.

Summary of the Role:

- To ensure a high level of service is provided to the customer through agreed Service Level Agreements.
- To ensure a high level of service to users to minimise downtime of network resources and maximising the credibility of the IT Department.
- Working within a busy service desk, providing 1st / 2nd Line Support.
- To be responsible for the maintenance and repair of IT, Telephone and Audio Visual equipment.
- To assist the Network Manager in development work around the School.
- Regularly communicate back to the Network Manager issues as and when they arise.
- In the absence of the Network Manager cover for the IT Department as required and communicate with the Bursar on all issues.
- This role will involve providing theatrical technical support.
- This role will also involve audio visual work including sports day and the school fete.
- Occasional weekend callout and evening support on an agreed rota basis.
- Support the aims and ethos of the school at all times.

Main Duties and responsibilities:

- To assist the Network Manager in the implementation, documentation, configuration, design and security of the network.
- To assist with the management of network security, ensuring a high level of protection for all users.
- The post-holder provides an efficient and high calibre service in first line support on the Network.
- To support a high-quality teaching and learning environment through efficient IT resources.
- To assist with the management of email services.
- To maintain the network backup daily.
- To assist with the management of the firewall, for both web and email.

- To assist with the maintenance of the Microsoft Active Directory.
- Virtual environment support, VMWare & Citrix.
- Update and maintain anti-virus protection solution regularly.
- Responding to the “Help Desk” calls on a prioritised basis and dealing with those calls in a friendly and efficient manner.
- Keeping staff informed of progress with their problems and escalating the matter if required.
- Carrying out repairs as required.
- Hardware and software installation as directed by the Network Manager.
- Building, installation and testing of new PCs.
- Maintaining software updates regularly in a scheduled plan of work and ensuring appropriate licensing is in place.
- Assist with licencing audit.
- Switch & Network cabling support.
- To maintain the printers and photocopiers; including the replenishing of consumables.
- Audio-visual support as appropriate.
- To maintain the telephone network as required.
- Liaise with Commercial or other external suppliers as required.
- Take part in staff annual review.
- Contribute to the implementation of school policies and procedures.
- To regularly review the school Events Calendar in MSP and understand your required involvement.
- To read and understand the school’s Health & Safety Policy a copy of which is held on the S:drive.
- To be mindful of data-protection and observe that data is stored securely and safely in line with GDPR requirements.
- To maintain housekeeping as required on the network.
- To work in line with the school’s policy on IT usage.
- Set a good example in terms of punctuality, attendance and to observe the school’s dress code.
- Attend whole school staff meetings.
- Attend INSET days.
- Undertake appropriate training as required.
- Participate in / support school events where possible e.g. Open Day, School Fete, school productions.
- Using discretion in providing information both within and outside the school.
- Organise priorities – priorities are ever changing.
- Assist in the collation of documentation for GDPR SAR access request.

All staff are responsible for promoting and safeguarding the welfare of students at Thornton College by ensuring compliance with the school's Safeguarding and Child Protection Policy at all times. It is a requirement of all staff to report any actual or potential risks to the safety or welfare of students to the Designated Safeguarding Lead.

All staff are required to undertake whatever else may reasonably be requested by the Headteacher or Bursar in support of the Aims of the School. Job Descriptions are subject to annual review.

Working Conditions:

Salary Range: £23,724 – £26,966

Hours of Work 8.30am until 5.30pm (With 1.5hrs of breaks), Monday to Friday. [Overtime will be paid for work outside of these hours by arrangement with the Bursar.]

Holiday 25 days with an additional three days holiday is given between Christmas and New Year in lieu of weekend work to include both Open Days and the School Fete.