



Job Description Senior IT Technician

Responsible to: IT Manager, Operations Manager
Contract type: Full-time, permanent
Qualifications: Relevant IT qualifications (*Desirable*)

We are looking for someone with excellent people skills and great technical ability to provide IT support to both students and staff. You will work with the IT Manager and IT apprentice to ensure all IT services are available as required.

This is a hugely exciting time to join the Gateways IT team, the school has recently invested a large amount of money in the IT infrastructure and continues to do so each year. You will be working with brand new server, switch and client infrastructure and will be working closely with the IT Manager (Remote) and IT apprentice (Onsite) as part of the continued upgrade process.

The post-holder will have access to, and be responsible for, confidential information and documentation. They must ensure confidential or sensitive material is handled appropriately and accurately.

The post-holder shall participate in the school's programme of Performance Management and Continuing Professional Development.

Requirements

This is a fulltime position Monday to Friday 8am to 4.30pm including a 30 minute lunch break, with food provided during term time. You will also be required to support school events such as parent evenings and open days. Good promotion prospects for the right candidate.

The post holder will:

- Manage, setup and maintain the Windows infrastructure. Server 2019, Windows 10, HyperV
- Add, amend and delete user details required by the system to work on the School Network.
- Maintain and modify group policies.
- Setup and maintain networked PCs, Digital Signage and AV equipment located in and owned by the School.
- Maintain a small number of iPad devices for early years provision. The long term plan is to phase out iPads for Windows based tablets.
- Support printing and photocopying and report faults to 3rd party support companies.
- Assist the IT Manager in the administration of any servers.
- Maintain Office 365 tenancy. Users/Groups/Teams.
- Deal with day-to-day user requests for password changes and account resets.
- Assist pupils and staff use all the School IT facilities productively.
- Problem solve hardware and software issues, either remotely or with the end user.
- Use a helpdesk system on a day to day basis to assess issues and requests and prioritise them in order of completion.
- Maintain and support the school's Management Information Systems (ISAMS).
- Support 3rd party SAAS solutions.
- Liaise with suppliers to resolve hardware and software support issues.
- Replace and re-order hardware and device consumables as directed.

- Monitor and administrate the school's internet filtering system.
- Maintain accurate and up to date asset inventory.
- Monitor effectiveness of backups, test restores and restore of user files as required.
- Operationally monitor the network infrastructure and report problems.
- Support the use of technology at whole-school events.
- Prepare written-off equipment for proper disposal under WEEE regulations.
- Prepare progress reports and updates for the Head and Governors as required.
- Attend all school training and development days.
- Assist in maintaining the school's responsibility to Keeping Children Safe In Education.
- Carry out any other reasonable task as deemed necessary for the safe and efficient operation of the school as directed by the Head and Operations Manager.

Candidate skills/Person Specification

Essential

- Windows 10
- Windows Server 2016 or 2019
- Hyper V
- Group Policy
- Active Directory user and group management
- DHCP
- Maintenance of AV systems, projectors, speakers, interactive screens.
- Office 365 and Azure AD
- Understanding of TCP/IP
- Strong listening and communication skills

Desirable

- Papercut
- DNS
- SCCM/MECM
- Experience of any web filter or firewall - *Barracuda experience is an advantage*
- Backup solutions - *VEEAM experience is an advantage*
- Firefly
- ISAMS
- Hyper V Cluster
- Experience in an educational environment
- Experience with Aruba Switches
- PowerShell Scripting
- Relevant IT qualifications
- Experience working in an educational setting

Advantage

- Intune/AutoPilot

Gateways School is committed to safeguarding and promoting the welfare of its students and expect all staff and volunteers to share the commitment. Appointments will be subject to an enhanced DBS with barred list check as well as a Prohibition List check (Teachers, SLT & Governors).