

Job Description and Person Specification

2nd Line Network Technician



Reporting to: Network Manager

Role Grade: H6

Job Purpose

To assist in supporting and maintaining the school networks and IT systems
To provide IT support to staff and students
To ensure a secure and reliable IT environment.

Main Areas of Responsibility –

IT Facilities and Network Management

- Manage own workload through the helpdesk ticket system.
- Provide first and second-line IT support to staff, students, and stakeholders.
- Assist in the effective operation of IT facilities, including monitoring internet usage and ensuring adherence to the Acceptable Usage Policy.
- Support the Network Manager in maintaining and upgrading school computers and servers.
- Assist in the maintenance of IT systems, including daily backups, antivirus updates, and software updates.
- Monitor and manage the network infrastructure, including switches, Wi-Fi systems, and guest access.
- Implement changes to systems as directed by the Network Manager.
- Ensure the Network Manager is informed of all changes to network software and hardware.
- Support the Network Manager with data recovery and e-discovery during sensitive situations, ensuring confidentiality and safeguarding protocols are observed.

Technical Assistance and Support

- Provide technical assistance to staff and students for network access and other IT-related issues.
- Support the setup and management of printers, servers, and wireless access points.
- Diagnose faults and perform necessary repairs on IT equipment.
- Conduct periodic checks of IT suites, identifying and addressing faulty workstations and printers.
- Install or upgrade components on workstations, such as hard disks and RAM.
- Manage the distribution and stock levels of ink cartridges, ordering as necessary.
- Monitor and manage interactive screen installation, usage, and repairs.
- Maintain and manage projector usage and repairs.
- Maintain and manage the telephone system and handsets, including troubleshooting and repairs.
- Maintain and manage the automated gates system along with the Network Manager
- Maintain and manage the CCTV installation, usage, and repairs in line with the school's CCTV Policy.

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Training and Development

- Participate in the initiation, planning, and delivery of training for both teaching and support staff on Google Suite and other digital tools.
- Keep abreast of developments in the IT field and communicate relevant changes to staff.
- Support the delivery of INSET programs for staff and assemblies as required.
- Attend relevant meetings and training sessions.

Administrative Duties

- Ensure all administrative duties, checks, and documentation are completed accurately, including returns and reports.
- Process, input, and extract information from the school's database systems as required.
- Collate information, statistics, and prepare reports for the Network Manager, Director of Operations, Headteacher, and governing board.
- Assist with the safe receipt and storage of hardware, software, and consumables, including unpacking and installation.
- Maintain accurate records of all IT hardware and software, including the signing out/in of equipment such as laptops and digital projectors.
- Monitor and manage stock levels, liaising with suppliers as necessary.

General Responsibilities

- Establish and maintain good relationships with students, parents/carers, colleagues, and other professionals.
- Attend all school events, including evening events as required and, on the calendar, and provide associated technical support. (Shifts will be moved to accommodate)
- Assist with the operation and development of the trust school's information and communication networks, including the website.
- Assist with the setting up and closing down of School Assemblies
- Ensure staff and students have a satisfactory, robust, reliable, and secure IT environment.
- Ensure all school policies are followed and assist in the revision of the policies as necessary.

Miscellaneous

- Perform other duties as required, commensurate with the grade of the post.

The duties and responsibilities listed above, describe the post as it is at present. The post holder is expected to accept any reasonable alterations (or requests from line management) that may from time to time be necessary. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

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	Essential	Desirable
Formal qualifications	<ul style="list-style-type: none"> ▪ GCSE English & Maths (C+ or equivalent) ▪ Evidence of continuing professional development 	<ul style="list-style-type: none"> ▪ A Level or equivalent in a relevant subject (e.g., IT, Computing) ▪ Qualified to Microsoft/CompTIA level ▪ Range of relevant qualifications including Google/Office 365 certifications. ▪ Knowledge of Web filtering, IP telephones, IP CCTV, Anti-Virus, SIMS database
Experience	<ul style="list-style-type: none"> ▪ Experience working within IT-troubleshooting hardware, software, and network connectivity issues. ▪ Experience with common operating systems (e.g., Windows, macOS) ▪ Understanding of cybersecurity principles ▪ Working knowledge of data backup and recovery procedures 	<ul style="list-style-type: none"> ▪ Experience of working in a school or educational environment. ▪ Experience with Active Directory or similar user management systems ▪ Experience with helpdesk ticketing systems ▪ Experience with classroom audio-visual equipment and troubleshooting ▪ Experience with Google Chromebooks
Skills	<ul style="list-style-type: none"> ▪ Strong understanding of network troubleshooting principles. ▪ Excellent communication and interpersonal skills. ▪ Ability to work independently and as part of a team. ▪ Proficiency in using relevant IT tools and software (e.g., network monitoring tools, helpdesk ticketing systems). ▪ Strong analytical and problem-solving skills. ▪ Ability to prioritize tasks and manage time effectively. 	<ul style="list-style-type: none"> ▪ A+ or equivalent IT certification. ▪ Experience working with staff and students in a school setting. ▪ Experience providing technical training to others. ▪ Experience with Google Suite administration. ▪ Excellent written and verbal communication skills.
Aptitude	<ul style="list-style-type: none"> ▪ Aptitude for learning new technologies. ▪ Ability to work effectively under pressure. ▪ Commitment to providing excellent customer service. 	<ul style="list-style-type: none"> ▪ Strong interest in IT and emerging technologies. ▪ A positive and proactive attitude. ▪ Ability to build rapport with staff and students.
Motivation	<ul style="list-style-type: none"> ▪ Continuous development ▪ A commitment to contributing to a positive and collaborative work environment. 	<ul style="list-style-type: none"> ▪ A passion for education and supporting student learning. ▪ A willingness to take on new challenges and learn new skills.