** St Thomas More Catholic High School**

**Job Description**

**Post**: IT Support Officer

**Grade**: N6 (£26,446 - £29174)

**Hours:** Full time (52/52), 37 hours per week

**Responsible to**: IT Network Manager

**Annual leave:** 24 days rising to 28 after 5 years service

**In all aspects of the post s/he must implement faithfully and effectively the Aims and Policies of this Roman Catholic school and work collaboratively to ensure that the Christian ethos, standards of academic excellence and good behaviour are maintained and strengthened.**

**Job Purpose**: Provide advice, guidance and technical support to both staff and students to ensure operating requirements and service guarantees are achieved.

**Main Responsibilities**:

The following is typical of the level of duties which the post holder is expected to carry out. It is not exhaustive, and other duties of a similar type may be required at the discretion of the Head teacher.

1. Monitor, manage, maintain and upgrade hardware and software across the school.
2. Help in the management and maintenance of the school’s infrastructure - wired and wireless.
3. Support the management and maintenance of the school’s WAN provision – broadband, firewall and filtering.
4. Support the management and maintenance of the school’s backup systems and disaster contingency.
5. Maintain of asset records of resources
6. Deliver ICT helpdesk role - answer phone/in person/emails and log details into helpdesk system
7. Support and assist with the usage of a range of AV equipment
8. Strip down and decommissioning of hardware for recycling
9. Be an active member of the department in testing and implementing new solutions and services
10. Deputise for the ICT Network Manager when required
11. Specialise in the deployment of managed desktop services
12. Monitor and respond to security incidents
13. Support the development and management of mobile ICT services including MDM systems and Chrome device management
14. Provide and update user documentation
15. Manage routine maintenance of the network services and user accounts
16. Take responsibility for projects allocated by the Headteacher/Line Manager, with Line Management support.
17. Keep abreast of IT developments and assist in the research of new technologies to ensure the schools’ IT systems are fit for purpose.
18. Provide technical support for all users across the school.
19. Provide ICT support services to other Primary settings within the Trust
20. Provide technical advice and guidance to supported settings, providing input to their ICT policy/strategy to assist with the development of their provision
21. Plan and instigate regular PAT Testing of ICT equipment
22. Maintain of asset records of resources
23. Promote and implement the Trust's equalities policies in all aspects of employment and service delivery
24. Promote and safeguard the welfare of children and young people s/he is responsible for or comes into contact with.
25. Assist in maintaining a healthy, safe, and secure environment and to act in accordance with the Trust’s policies and procedures

This job description may be amended by the Headteacher after consultation with the post holder.

**ST THOMAS MORE CATHOLIC HIGH SCHOOL**

**PERSON SPECIFICATION FOR IT TECHNICIAN (N6)**

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| **A SKILLS, KNOWLEDGE AND APTITUDES** |
| **Essential**  A1 Plan and prioritise workload to meet deadlines  A2 Demonstrable operating knowledge of creating and maintaining user accounts and set up of policies and permissions  A3 Demonstrable operating knowledge of Microsoft or Google Workplace operating systems and office software with ability to make upgrades  A4 Ability to maintain hardware devices  A5 Knowledge of email systems  A6 Knowledge and willingness to train further in the administration of Office 365 or Google Workplace  A7 Demonstrable operating knowledge of developing and maintaining an Office 365 or Google Workplace tenancy  A8 Knowledge of filtering solutions and antivirus software  A9 Knowledge of MIS systems |
| **B QUALIFICATIONS AND TRAINING** |
| Essential B1 GCSE passes in Maths and English  B2 BTEC National or equivalent  **Desirable**  B3 IT related qualification/training  B4 Evidence of continued professional development in an IT role |
| **C** **EXPERIENCE** |
| **Essential**  C1 Experience of working successfully in an IT related role |

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| **D PERSONAL QUALITIES** |
| **Essential:-**  D1 Ability to work successfully within a team  D2 Ability to communicate effectively with a diverse range of people  D3 Loyalty and professional discretion  D4 Good time management  D5 Willingness to support some after school events  D6 Professional appearance in dress and manner  D7 Excellent record of attendance and punctuality  D8 Satisfactory Enhanced disclosure with the Disclosure and Barring Service |
| **E SPECIAL REQUIREMENTS** |
| Essential E1 Willingness to actively support the Christian ethos of the school  E2 Willing and able to travel to support the other schools we serve  **Desirable**  E3 Practising and committed Catholic  E4 Hold Full driving licence and use of own car for travel to other schools  *Please note: short-listed applicants will be expected to bring to interview the originals of their qualification certificates.* |