**St Richard's Catholic College**

## JOB DESCRIPTION

| Post title | Senior IT Technician Level 4 |
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| Grade | Single Status Grade: 7/8 |
| Responsible to | Director of IT Services |
| Main Purpose of the Job | Support the Director of IT Services in the operational management and control of technical aspects of the installation, configuration and maintenance of ICT hardware, software and network infrastructure. |
| | **Overall Purpose of the Job**<br><br>1. Support the Director of IT Services in the operational management and control of technical aspects of the installation, configuration and maintenance of the ICT hardware, software and network infrastructure including:<br><br>• Serves both physical and virtual.<br>• Manage AD, DNS, DHCP, GSuite for Education and SCCM.<br>• Palo Alto Internet Filtering system.<br>• Aruba wired and wireless network infrastructure.<br>• Network and data security, VLANs and routing.<br>• System monitoring, Palo Alto & Impero.<br>• Workstations and mobile devices.<br>• Software installation.<br>• Cabling to network devices.<br>• Printers.<br>• Interactive whiteboards and projectors.<br><br>2. Support the maintenance of an effective backup and disaster recovery strategy to ensure against loss of data and services.<br>3. Monitor the efficient running of physical and virtual servers, computers and peripherals throughout St Richard's Catholic College.<br>4. Resolve ICT problems reported by staff, referring to external support organisations where necessary and keep staff informed of the progress of solutions.<br>5. Act as an additional point of contact regarding technical issues with manufacturers, suppliers and other support organisations.<br>6. Update documentation which includes network design, inventories, details of licences and warranties.<br>7. Conduct equipment checks on a periodic basis.<br><br>**Main Duties**<br><br>Management<br><br>• To deputise for the Director of IT Services as required.<br>• To train and develop staff within the IT department.<br>• Oversee the helpdesk ticket system.<br><br>Desktop and Application Support<br><br>• Perform a wide range of hardware repairs and upgrades.<br>• Detect, diagnose and resolve most PC, printer and peripheral device faults. |

| | <ul><li>Follow instructions to install and upgrade client/server applications.</li><li>Deploy essential software patches.</li><li>Identify application compatibility issues.</li></ul>Server and Network Support<ul><li>Assist in the maintenance of active network components.</li><li>Install software on servers, troubleshooting installation issues.</li><li>Maintain hardware and software on the servers.</li><li>Modify disk space and printer quotas.</li><li>Modify network shares and access rights as required.</li><li>Monitor system logs.</li><li>On rare occasions, be available 'out of hours' for emergency support to resolve issues remotely.</li></ul>Configuration and Installation<ul><li>Assist in creating and implementing a structured approach to rolling out new hardware and software.</li><li>Support the planning and installation of PC's, printers, interactive whiteboards, projectors and other network and ICT devices.</li></ul>Continuity, Maintenance and Security<ul><li>Check the backup schedule daily and report on any failures.</li><li>Identify any failing systems and report on those findings.</li></ul>Strategy and Planning<ul><li>Contribute to the continuous improvement of the school's ICT services to meet its future needs.</li><li>Contribute towards the further development of our filtering and monitoring processes.</li></ul>Other<ul><li>To undertake regular safeguarding training so as to safeguard and protect all pupils that you meet and to have a clear understanding of the Prevent agenda.</li></ul> |
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**This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.**

**St Richard's is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will need to undertake a Disclosure and Barring Service (DBS) enhanced clearance check.**