ICT Network Support Officer (Maternity Cover) Job Description

Hurtwood House

Summary of the role:	The ICT department strives to support the work of the school by ensuring sufficient and sufficiently reliable computing and communication systems, some 500 networked devices for 380 students and 200 staff. Multiple Windows 2008 servers support Windows7 clients running standard applications from Adobe and Microsoft.
	The Network Manager is responsible for the day to day operation of these systems. The Network Support Officer assists the Manager as part of a team of four.
	You are expected to approach your job with commitment and enthusiasm, and strive to produce work of the highest standards. You are expected to undertake the training needed to provide a professional level of service and to keep your knowledge and skills up to date as new technologies and services become available.
	You are expected to be flexible in your pattern of working so that, with others, the responsibilities of the department can be met throughout the working year. During term time we are required to work the full school day (8am-6pm, 1 hr lunch) plus remote weekend cover on a rota basis. Although this is a salaried position and overtime payments are not offered, you might expect to work 1750hrs with 28 days paid holiday per year.
Main duties and responsibilities:	• Promoting and safeguarding the welfare of those for whom you are responsible and with whom you come into contact.
	• The setting up of computers and their peripherals, including hardware and software.
	• Fault logging and first line equipment maintenance.
	• Connectivity testing and Network maintenance, including wireless access.
	• The administration of Active Directory, User Accounts and Security Permissions.
	• The maintenance of Windows servers and clients.
	• System security and backup, including patches and anti-virus precautions.
	• System Documentation, Inventory control, reports and audits of use.
	• The maintenance of on-line services, including internet, intranet and email.
	• Classroom user support and training in the major packages used by the school.
Salary Scale	• This is a temporary (Maternity Cover) position, Annual Salary up to £28k full time or pro rata and depending on experience.
	• We offer meals during term time, an excellent working environment, etc.

You may also be required to undertake such other comparable duties as the Head requires from time to time.
This role will be a fixed term appointment, covering maternity leave; whilst the job description covers the full breadth of the role within the school, this role will have a focussed remit and particular emphasis will be placed on the work allocated to this role on a day to day basis.

ICT Network Support Person Specification

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
We promote diversity and applications are welcome from all, irrespective of sex, sexuality, race, religion, marital status, age or disability

	Essential These are qualities without which the Applicant cannot be appointed	Desirable These are extra qualities which will be used to choose between applicants	Method of assessment
Qualifications	• *Third-Level Academic or Professional training in Computing or Information Technology or a related discipline.* • *Evidence of continuing professional development within the past three years.*	• *Microsoft Certified Professional qualifications.* • *A recognised professional qualification in networking technologies.*	Contents of the Application Form Production of the Applicant's certificates
Experience:	*At least two years' post-qualification experience in an IT support role, including:* • *First line hardware maintenance, including electrical health and safety.* • *Support of MS Windows and MS Office.* • *Configuration of wired and wireless networks.* • *Inventory control and system documentation.*	• *Implementation of network security including Backup systems, Anti-virus measures, Firewall configuration, Windows Software Update Services.* • *Maintenance of Active Directory, including Group Policy.* • *Implementation of RADIUS, DHCP, DNS, SQL, Exchange, IIS, TMG, MDT, VPN, SharePoint.* • *Familiarity with Windows7.*	Contents of the Application Form Interview and Competence Testing Professional references
Skills	• *Evidence of good written and spoken communication skills.* • *Evidence of hardware and software diagnostic and configuration skills.* • *Evidence of clear planning and small project implementation skills.* • *Evidence of good personal organisation and an ability to work with others.* • *An eye for detail.* • *A full driving licence.*	• *An ability to support configurations in multiple languages.* • *Advanced competence in MSOffice applications.* • *An ability to write user support instructions and help pages.* • *Electrical appliance testing.* • *An ability to maintain the IT Inventory.* • *An ability to install and maintain Cat.5 and telephone wiring.*	Letter of Application Contents of the Application Form Interview and Competence Testing Professional references
Knowledge	• *Familiarity with the contents and requirements of IT support at the MCDST/CompTIA A+ level.* • *Familiarity with Data Protection issues*	• *Familiarity with the contents and requirements of IT support at the MCSA/CompTIA Network+ level.* • *Familiarity with multimedia technologies.*	Contents of the Application Form Interview and Competence Testing Professional references
Personal competencies and qualities	• *A positive attitude to use of authority in maintaining discipline* • *An ability to maintain appropriate relationships and personal boundaries with young people.* • *Emotional resilience in working the required hours under sometimes challenging conditions.*	• *An enthusiasm to "see the job done" and to produce work of the highest standards.* • *A commitment to keep knowledge and skills up to date as new technologies and services become available.*	Contents of the Application Form Interview Professional references