

METROPOLITAN BOROUGH OF KNOWSLEY

SCHOOL Alt Bridge School
POST TITLE TECHNICIAN (NETWORK SUPPORT)
GRADE LEVEL 2
RESPONSIBLE TO

MAIN PURPOSE

To work under the instruction/guidance of senior staff, providing basic diagnostic and recovery routines on network equipment, performing basic PC hardware repairs and upgrades.

MAIN DUTIES

Support for Pupils

Establish good working relationships with pupils, acting as a role model.

Encourage pupils to act independently as appropriate.

Promote inclusion and acceptance of all pupils.

Promote self esteem and independence.

To administer basic first aid where appropriately trained. ***May be deleted if not appropriate to school need.***

Desktop & Application Support

Install and test new peripherals following manufacturer's instructions to support the use of hardware, such as installing drivers.

Perform basic PC hardware repairs and upgrades.

Diagnose and resolve basic PC, printer, peripheral and software faults determining when a quick fix is not sufficient to permanently resolve a problem and alert appropriate person.

Search a knowledgebase / logs of previous calls to inform diagnosis and resolution.

Install complete applications and set software options, such as default directory.

Carry out any required maintenance of applications e.g. install service packs.

Server & Network Support

Install and maintain standard network cabling.

Perform basic diagnostic and recovery routines on network equipment.

Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server.

Maintain an intranet by uploading pages and files.

Implement disk space and printer quota policies.

Follow instructions to maintain user accounts and permissions.

Note risks to ICT systems and suggest precautions.

Implement and suggest improvements to school backup, virus protection and security policies.

Configuration & Installation

Technician (Network Support) Level 2 Job Desc

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Following the defined process to manage configurations and changes to ICT equipment, contribute by planning changes, record them and communicate once successful.

Collate and interpret results of testing and advise if goods are fit for use.

Retrieve and record information in a Configuration Management database or log.

Support for the School

Be aware of and comply with school policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Contribute to the school ethos, aims and development/improvement plan.

Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop, respecting their social, cultural, linguistic, religious and ethnic backgrounds.

Work as part of a team, appreciating and supporting the role of other people in the team.

Attend and participate in meetings as required.

Undertake personal development through training and other learning activities including performance management as required.

Ensure basic health and safety checks relating to ICT are carried out and escalate problems as required to appropriate person.

Track expenditure against a budget and produce simple estimates for planned expenditure on consumables and similar.

Purchase lower value items (e.g. one-off software or peripherals) following school procedures.

Note This is not a comprehensive list of all tasks which may be required of the postholder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade.

Personal Attributes

Communication & Influence

Actively listens to what others have to say and gains support for own opinion. Asks open questions and ensures that there is no confusion or ambiguity to the listener. Ensures own case is consistent when seeking support.

Team working

Demonstrates a non-judgemental approach to the values, views and needs of others. Sees other people's point of view and encourages and respects views that are different from own. Takes time to get to know people and how they operate.

Organisational Awareness

Keeps up to date on changes / new developments in own and other areas of the schools activities and their impact on the schools performance.

Adaptability

Supports the change process, remaining positive during times of change. Willingly co-operates with others and highlights potential problems in a positive and supportive way.

Use of technology

Is able to use and understands the purpose of information communication technology (ICT) and is able to use it for routine and pre-set purposes. Is able to share skills and knowledge with colleagues.

Professional Values and Practice

Demonstrates high expectations for all pupils.

Ability to build and maintain successful relationships with pupils, treat them consistently, with respect and consideration and demonstrate concern for their development as learners.

Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice.

Ability to improve your own practice through observations, evaluation and discussion with colleagues.

Experience & Knowledge

Confident user of the majority of desktop applications, including educational software and client/server based applications e.g. School's MIS system.

Awareness of the function of basic network infrastructures.

Awareness and basic understanding of school curriculum (within specified age range or subject area).

Basic knowledge of First Aid.

Basic awareness of inclusion, especially within a school setting.

Qualification & Training

Have achieved or working towards a Level 2 qualification in Numeracy/Maths and Literacy/English.

Level 2 ICT vocational qualification or equivalent experience.

Requirement to complete Support Staff Induction Programme.

Requirement to complete Appointed Persons First Aid at Work training.

Date Issued:

Line Manager Signature:

Employee Signature:
