

KIRKLEES COUNCIL

SECTION: ALL SCHOOLS MODEL - TECHNICIANS

JOB TITLE: SENIOR TECHNICIAN MANAGER 9
(NETWORK/ICT)

GRADE: 9

PURPOSE OF JOB

To be responsible for the overall management of the School's Network and ICT provision (including curriculum support) and its staff in order to ensure the provision of an efficient technical support service.

KEY AREAS

1. Strategic Planning
2. Network Installation
3. Maintenance
4. Supervision of Staff
5. Installation
6. Administration
7. Health and Safety
8. General

DUTIES AND RESPONSIBILITIES

1. Strategic Planning

- 1.1 To maintain an overview of the computer network(s).
- 1.2 To keep records of the performance of the computers on the network and ensure problems and repair work are undertaken.
- 1.3 Receive quotes and tenders for repair work and new equipment and evaluate accordingly.
- 1.4 To undertake suitable training in order to ensure the School's ICT delivery is up to date.
- 1.5 To provide the technical input and advice to the ICT management team with regards to decisions on purchasing and upgrades.
- 1.6 To attend and contribute to the meetings of the ICT development

**J
O
B

D
E
S
C
R
I
P
T
I
O
N**

KIRKLEES COUNCIL

group.

- 1.7 To liaise with other schools in the pyramid in order to provide support for their ICT developments.
- 1.8 Liaise with private companies to ensure the school delivers relevant education in ICT and procure sponsorship.
- 1.9 To monitor and maintain the ICT budget and keep records in order to complete reports.

2. **Network Installation**

- 2.1 Specify, procure, install and support networks including the cabling system, server and operating system.
- 2.2 Specify, procure, install and support PC's, printers and miscellaneous peripherals.
- 2.3 Install, configure and upgrade application software in the curriculum areas and networks.
- 2.4 Specify, procure and fit security devices.
- 2.5 Restore and transfer user data.

3. **Maintenance**

- 3.1 To ensure that all networked workstations operate effectively and provide a response to reported faults.
- 3.2 To order and maintain a stock of spare components within a fixed budget.
- 3.3 To maintain a system of reporting and recording faults and problems on the network.

4. **Supervision of Staff**

- 4.1 To oversee the work of the Technician(s) and to deal with any performance or support issues, including appraisals.
- 4.2 To delegate appropriate tasks and responsibilities to the technicians team.

5. **Installation**

- 5.1 To lead and oversee programmes of workstation building and the commissioning of new computers onto the network.
- 5.2 Responsible for innovation, investigation and implementation of ICT developments eg, telecommunications, electronic registration.

J
O
B

D
E
S
C
R
I
P
T
I
O
N

KIRKLEES COUNCIL

- 5.3 To be responsible for system back-ups and installation of new software onto the system.
- 5.4 To be prepared to undertake system work and upgrades at efficient times for the system to be down.

6. **Administration**

- 6.1 Operate an efficient system for the storage and distribution of hardware and software discs and associated documentation (including loans and bookings).
- 6.2 Maintain an inventory and cataloguing system for new, existing and obsolete stock.
- 6.3 Assist with the organisation, repair and replacement of ICT and/or multi-media equipment including liaison with external suppliers.
- 6.4 Make petty cash purchases and/or requisitions for stock in line with the schools financial and authorisation procedures.
- 6.5 Receive and check deliveries and associated invoices and pass these for payment.

7. **Health and Safety**

- 7.1 Carry out routine Health and Safety checks on ICT and/or multi-media equipment reporting any problems to relevant senior manager.
- 7.2 To organise electrical testing of all portable electrical appliances and maintain all paperwork.

8. **General**

- 8.1 As part of your wider duties and responsibilities you are required to promote and actively support the School's/LA's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

Please click [here](#) to read our safeguarding policy.

Alternatively go to:

<https://jobs.kirklees.gov.uk/GenText.aspx?page=page1>

- 8.2 Carry out your duties with due regard to current and future School's/LA's policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School communications.

**J
O
B

D
E
S
C
R
I
P
T
I
O
N**

KIRKLEES COUNCIL

RESPONSIBLE TO: HEAD OF ICT (SCHOOL TO INDICATE)

RESPONSIBLE FOR: TECHNICIAN (S)

JD Reference No	SS/T09/NI
JD Prepared / Amended	OCT 2009
Refers to Estab(s)	

**J
O
B

D
E
S
C
R
I
P
T
I
O
N**

Appendix Sheet

Manage and Deliver the Schools ICT Service.

1. Strategic Planning

- To monitor performance of the IT Network and advise on any improvements to meet future needs.
- Be aware of school government policies and deliver the ICT service in accordance with these.
- Adaptable to change in the way the school delivers its ICT service to ensure the best possible service delivery.
- Comply with and develop policies and procedures relating child protection, health and safety and security, confidentiality and data protection.
- To keep records of the performance of the computers on the network and ensure problems and repair work are undertaken.
- Receive quotes and tenders for repair work and new equipment and evaluate accordingly.
- To undertake suitable training in order to ensure the School's ICT delivery is up to date.
- To provide the technical input and advice to the ICT management team with regards to decisions on purchasing and upgrades
- To attend and contribute to the meetings of the ICT development group
- Liaise with specialist suppliers and liaise with the Computing Lead to ensure the school continues to deliver excellent education in ICT.
- To maintain a risk register and risk management plan.
- Working with the ICT Computing Lead, develop a suitable virtual learning platform for the delivery of online lessons, including video learning.
- Maintain and develop the school website including content.
- Staff CPD – training.

2. Network Maintenance and Installation

- Specify, procure, install and support networks including wired and wireless systems, telephones / intercom.
- Immersive class room.
- Procure/Upgrade and install servers and operating systems
- Specify, procure, install and support client devices including desktop PCs, tablets, and peripheral devices.
- Install, configure and upgrade curriculum software.
- Specify, procure and fit security devices and asset tagging.
- Backup and Restore user data.
- To configure and maintain school firewall (smoothwall).
- To be responsible for system back-ups and installation of new software onto the system.
- To be prepared to undertake system work and upgrades at efficient times for the system to be down.

3. Maintenance

- To ensure that all networked workstations operate effectively and provide a response to reported faults.
- To order and maintain a stock of spare components within a fixed budget.
- To maintain a system of reporting and recording faults and problems on the network.
- To ensure system and data back-ups are carried out
- To carry out software upgrades in a timely and planned manner

- To be prepared to undertake system work and upgrades at efficient times for the system to be down.
- Assist with the organisation, repair and replacement of ICT and/or multi-media equipment including liaison with external suppliers.
- To Manage and maintain the schools network cable infrastructure.
- To produce an annual audit of ICT equipment.

4. Health and Safety

- Carry out routine Health and Safety checks on ICT and/or multi-media equipment reporting any problems to relevant senior manager.
- To undertake electrical testing of all portable electrical appliances and maintain all associated paperwork. (Training can be provided)
- To oversee and manage GDPR compliance in ICT for the whole school.

5. Miscellaneous

- Maintain system maintenance documentation.
- Maintain hardware and software inventories.
- To plan and monitor the ICT requirements for budgetary purposes and keep records in order to complete reports.
- Receive and check deliveries and associated invoices and pass these for payment.
- Evening work will be required from time to time to support events for which flexibility in working hours is essential.

6. Statutory responsibilities

- Uphold the policies and procedures of the school and Local Authority with regards to safeguarding
- Advise on Information Security measures advised by the National Cyber Security Commission to ensure protection of the network and all data held from external and internal threats.

<https://www.ncsc.gov.uk/section/information-for/small-medium-sized-organisations>

(nothing specific for schools, but guidance relevant to all)

<https://www.ncsc.gov.uk/information/resources-for-schools>

EMPLOYEE SPECIFICATION

DIRECTORATE: Children & Young People**SECTION:** All Schools Model**JOB TITLE:** Senior Technician Manager (9)
(Network/ICT)**GRADE:** 9

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
1.	RELEVANT EXPERIENCE	1.1	Previous experience of the management of ICT provision and strategy.	Application Form/ Selection Process	A
		1.2	Experience of providing technical input and advice.	Application Form/ Selection Process	A
		1.3	Experience of management and supervision of staff.	Application Form/ Selection Process	A
		1.4	Experience of leading programmes of ICT development.	Application Form/ Selection Process	A
		1.5	Experience of preparing and monitoring budgets.	Application Form/ Selection Process	A
2.	EDUCATION AND TRAINING ATTAINMENTS	2.1	Relevant qualification (NVQ4/HND) or equivalent experience.	Application Form/ Selection Process/ Certificate	B
		2.2	ICT qualification or relevant experience.	Application Form/ Selection Process/ Certificate	A
3.	GENERAL AND SPECIAL KNOWLEDGE	3.1	Knowledge of and commitment to the Local Authority's Equality and Diversity Policy and how it relates to the duties of the job.	Selection Process	
		3.2	Understanding of the basic principles of Customer Care.	Selection Process	
		3.3	Knowledge of Recruitment and Selection.	Selection Process	

	ATTRIBUTES		RELEVANT CRITERIA	HOW IDENTIFIED	RANK
3.	GENERAL AND SPECIAL KNOWLEDGE cont...	3.4	Knowledge of Health and Safety legislation and its impact on the role.	Selection Process	A
		3.5	In depth knowledge of ICT developments and equipment.	Application Form/ Selection Process	
4.	SKILLS AND ABILITIES	4.1	Ability to work on own initiative and contribute to the effective working of a team.	Selection Process/ Application Form	A
		4.2	Be able to prioritise and produce accurate work, working to tight deadlines.	Selection Process	
		4.3	Ability to communicate effectively at all levels.	Selection Process	
		4.4	Ability to supervise/manage a team including task allocation and performance management.	Selection Process/ Application Form	
		4.5	Ability to carry out investigations and experiments.	Selection Process	
		4.6	Ability to monitor and maintain budgets.	Selection Process	
5.	ANY ADDITIONAL FACTORS	5.1	Commitment to ongoing personal training and development.	Selection Process	A
		5.2	Ability to adapt and be flexible to the needs of the school.	Selection Process	
		5.3	Willingness to undertake an enhanced Disclosure and Barring Service check. Please note a conviction may not exclude candidates from employment but will be considered as part of the selection process.	Application Form/ Selection Process	

Please make sure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criteria on your application form. The letters A, B and C in the "Rank" column refer to the importance we will give your answers when we read your applications. You must have all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during the induction, and if you have C criteria this would be an additional bonus. We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled people. We have tried to do this, but if you have a disability and identify any barriers in the job description or employee specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview etc.

ES Reference No	SS/T09/NI/SPEC
ES Prepared/Amended	JAN 2010
Refers to Estab(s)	