

Job Description for IT Technician

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.

Introduction

This is an exciting time in the development of IT in education and Ballard is committed to keeping abreast of new developments and promoting its appropriate use to enrich teaching and learning. With a BYOD programme launched in September 2017, we have recently invested substantially in our IT infrastructure to establish a sophisticated and robust environment for our staff and pupils.

Overall

A Ballard School staff member needs to be fully in sympathy with the aims and ethos of Ballard School and to promote the School positively at all times. (Please consult the School's aims and objectives.) Some flexibility is required by all staff as occasionally situations may dictate that staff operate outside their 'comfort zone' when the health, safety or welfare of the pupils (and other staff) necessitates this. All staff agree to, and sign, a code of ethics, are recruited and appointed in line with the Government's 'safer recruiting' initiative and undergo a successful enhanced DBS check. Full details of the expectations and responsibilities of all staff can be found in the Ballard School staff handbook and employment manual. This is a full-time post and some aspects of the job description may need to be reviewed due to the nature of a fast-changing IT needs of the School. This can be discussed at interview.

The School

Ballard's history dates back to 1895 but the School in its current form was created in 1995 when Edinburgh House Prep School (for boys up to the age of 13 years) amalgamated with Fernhill Manor (a senior school for girls). Ballard is a day co-educational, independent, school for children from Nursery (2 years) to Year 11 (GCSE). There are around 500 children in total in the School. The Pre-Prep (Nursery to Year 2) generally operates a single form entry. The Prep School is divided into a junior section (Years 3-5 with two forms in each year) and a prep section (Years 6-8 with two or three forms in each year). The Senior School (Years 9-11) has four forms per year group. There are usually no more than 20 pupils in any form or set. Core subjects are English, Maths and Science (for which pupils are put into sets) but pupils are encouraged to keep a wide range of subjects going through to GCSE. PE lessons are compulsory throughout the School which has a holistic emphasis. Christian values are promoted and we believe that children will perform to their best in the classroom if kept happy, fulfilled and stretched through a wide range of activities including sport, the performing arts and outdoor pursuits. The School has a wonderful 32 acre site on the edge of New Milton and close to both the New Forest and the sea.

The IT Department

The IT Systems Manager is line manager for the IT Department as a whole. In the IT Systems Manager's absence, line management will be conducted by the IT Services Manager.

The IT Staff within the School are:

- IT Systems Manager
- IT Services Manager
- IT Technician
- SIMS Manager

About the role

The IT Technician role is integral within the structure of the Ballard IT Department. The IT Technician will work closely with the IT Systems Manager and IT Services Manager to develop the School's IT resource and manage the support requirements of staff and pupils and development.

Key Responsibilities

IT Support

- Day-to-day Desktop IT support of staff and pupils
- Support members of staff with using audio visual equipment
- Check and maintain the School's ICT resource for safe, effective use by pupils and staff
- Support pupils and staff, both teaching and non-teaching, in the appropriate use of IT
- Respond to support requests swiftly and appropriately. Use of the school helpdesk system to record of tasks and actions taken. Determine whether an immediate solution is both required and possible.
- Replace printer consumables as required.

IT Systems Administration

- Administration of Active Directory, DNS, DHCP, Group Policy and related technologies
- Management, configuration and deployment of Servers/Workstations using SCCM
- Management and administration of the School enterprise print solution
- Management and administration of the School wireless solution
- Administration and maintenance of access control/security of sensitive systems and file shares
- Administration and maintenance the school's internet/firewalling and content filtering provision
- Administration of VOIP Telephony system
- Keep up-to-date with documentation of services, upgrades and changes to systems
- Purchasing of IT equipment and consumables and liaise with suppliers, where necessary

- Carry out any reasonable tasks commensurate with the role as requested by the IT Systems Manager and/or IT Services Manager

IT Development

- Assist and support the IT Systems Manager and IT Services Manager on projects and developments
- Keep up-to-date with the latest trends in IT in education and technologies.

IT Training

- Assist with training of staff and pupils, where required
- Create/Update help sheets as required for staff and pupils

Essential Skills, Knowledge and Experience:

- Experience of using Microsoft Hyper-V for virtual machine administration
- Experience of administering Active Directory environments
- Experience of managing workstations using SCCM
- Experience of administering enterprise firewall technologies
- Experience of networking technologies and VLAN configuration
- Experience of managing DNS, DHCP, Group Policy Management, software deployment
- Knowledge of cloud-based file systems and file sharing/collaboration methods
- Ability to manage a demanding workload
- Ability to work independently and as part of a team
- Flexibility in approach to people and working arrangements
- Friendly and professional approach to staff, teachers and students of the school
- Patience and a good sense of humour
- Excellent communicator

Desirable Skills, Knowledge and Experience:

- Experience of working in IT in a school, or other educational, environment
- Experience of administering Office365/Exchange Online environments
- Experience administering SharePoint
- Experience of Apple Mac configuration in an educational, or enterprise, environment
- Experience of Avaya IP Telephony
- Experience with PowerShell/scripting technologies
- Experience of Aerohive Wireless technologies
- Experience of Capita SIMS/FMS applications
- Experience of DELL/HP switching.

Person Specification

- A desire to develop IT skills

- The ability to take ownership of tasks and use initiative to problem-solve. A 'can-do' approach is essential
- Someone who likes children and wants the very best for them whilst being fully committed to their safety and well-being
- Ability to meet the requirements of the job description (above)
- Personable both face-to-face and on the telephone
- Willing to be fully involved in the life of a busy and purposeful independent school
- In sympathy with the aims and ethos of the School (see our 'Aims and Objectives' document held on our website)
- Ability to complete our Application Form in full and to comply with all the necessary requirements contained therein.

Systems Summary:

- Hyper-V Virtual Server Infrastructure:
 - 3x Hyper-V hosts with 10Gb connectivity
 - 10Gb ISCSI SAN
 - 2x Servers for DR/Backup/Replication
- Veeam Backup/Replication
- Office 365/Exchange online
- DELL 10GB backbone network
- 100Mb Leased line with failover ADSL
- Aerohive Wireless
- Firewall - Palo Alto
- Papercut managed print solution
- 200+ Windows 7/10 PCs
- Music Mac Suite x 16 iMacs
- 3 x Laptop banks
- 3 x Class sets of Android tablets
- 2 x iPad banks for Lower Prep/Pre-Prep
- SharePoint Intranet
- Projectors/IWBs in most classrooms
- Avaya VOIP telephony

Salary: £16,000