



Partnership Learning

JOB DESCRIPTION

Role:	Senior ICT Support Technician
Salary:	£33,911
Working Hours:	35 hours per week, 52 weeks per annum
Base Site:	Partnership Learning School
Reporting to:	Director of ICT Senior SDM Service Delivery Managers

Main duties and responsibilities

Main Duties

- To provide high standard of ICT hardware and software support to 'base site'. May also be required to support other PL sites, including PL managed service sites.
- To assist and (as required) take lead in the network installation of new PL site.
- To assist and (as required) take lead in the conversion of existing networks at PL sites, to conform to PL standards.
- To train, develop and actively supervise technicians, junior technicians and apprentice technicians.
- Provide cover during ICT support staff absence.
- To maintain equipment inventory at base site.
- To keep an accurate record of work undertaken at PL sites and sign off completed works accordingly, using PL central helpdesk.
- Ensure any potential issues are reported to SDMs or Director of ICT.

- Provide support for hardware and software within the classroom as requested by staff.
- To diagnose and rectify computer related hardware and software faults.
- Maintain high standards of professionalism.
- To monitor network performance and logs on a daily basis.
- Carry out day to day network maintenance activities and ICT infrastructure expansion at request of SDMs or Director of ICT.
- To be contactable via mobile communications during working hours.
- To organize and deliver IT training sessions for teachers and associate staff as required.
- Comply with and promote as appropriate statutory or policy requirements in relation to such issues as Health and Safety, Data Protection, Computer Misuse and Equal Opportunities.
- Assist with the source and purchase of consumables and equipment for base site and PL sites as required.
- Promote PL Services where possible.
- Work with external support providers to resolve issues.
- Any other reasonable duties deemed suitable by SDMs or Director of ICT.
- Fulfill the above tasks on multiple sites as required.

Personal Qualities and Requirements

- Full UK driving license would be desirable.
- Positive and enthusiastic personality.
- High levels of self-motivation.
- Good working knowledge of educational ICT.
- Good working Knowledge of Networking.
- Exceptional interpersonal skills.
- Ability to lead, where needed.
- Ability to work under stressful and time sensitive circumstances.
- Committed to self-development.