

HAYDON SCHOOL
JOB DESCRIPTION – ICT SUPPORT ANALYST (APPRENTICE)

Post Title		ICT Support Analyst (Apprentice)
		Haydon is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment
Reporting to:		Network Manager
Liaising with:		Both internal and external stakeholders
Working time:		37.5 hours 52 Weeks per year Plus Evening Events (time off in lieu)
Salary/Grade:		Apprenticeship Rate
Disclosure level:		Enhanced
MAIN (CORE) DUTIES:		<p>Specific Responsibilities</p> <ul style="list-style-type: none"> • To assist the Network Manager in the effective running of the school network. • To maintain and develop the school's ICT resource for safe, effective use by students and staff. • Assist with support of school's cloud platform Google Workspace • Assist with management of services provided by school's broadband provider • To implement procedures and provide technical support in line with the school's ICT support service. • To support and advise students and staff in the appropriate use of ICT. • To be responsible for keeping appropriate records of IT equipment. • To ensure that legal and contractual obligations relating to ICT resources, systems and services are met. • Supervise morning and lunchtime ICT sessions and provide classroom assistance to students and staff. • The installation and maintenance of the school's ICT resources. • Support and resolve technical issues with the school ID/entry system. • Monitor Internet and general computer use for inappropriate usage and take appropriate action by gathering evidence and informing relevant Year Leaders. • Create and management different user accounts. • Create new Email accounts as required for Students and Staff. • Create new SIMS user accounts for staff and assign correct level of access. • Create and manage accounts for variety of online resources. • Run synchronization routine for online

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		<p>payment service</p> <ul style="list-style-type: none"> • Provide IT user support to staff and students • Resolve hardware and software problems encountered by users. • Assist with any IT requests, problems and issues. • Resolve network printing issues and ensure consumables are promptly replaced. • Provide printer credits to staff and students upon request. • Upload video content required for by staff and student with regard to course work and examination • Change user profile as necessary to grant access to specific network resources. • Provide technical and user support on various online services – ParentPay, Satchel:one, kerboodle, hegartymaths. Plus other online services • Assist Network Manager or LT with safeguarding issues. • Assist with setup of online based examinations. • Undertake technical trouble shooting to resolve problems with hardware and software applications • Assist Network Manager with management of School Network. • Perform routine maintenance tasks, including installing specific software packages. • Maintenance, upgrade and repair a wide range of IT equipment. • Support the school's MIS system SIMS.Net • Install SIMS as required onto staff desktop computers using SOLUS3 • Support the school's library system Alice • Keep a check on server disk space. • Maintain and support Audio Visual and Interactive Equipment in classroom • Ensure AV equipment in classrooms are kept in a good working state. • Deployment of new equipment such as desktops/ Laptops • Ensure IT equipment is stored away safely where applicable. • Clean and manage projectors and change projector lamps promptly as required • Assist the Network Manager with various housekeeping tasks such as account management, EoY tasks • Carryout PAT Testing and maintain up-to-date Excel records of PAT testing Inventory <p>Technical Support and Knowledge of -</p>
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		<ul style="list-style-type: none">• Windows Servers 2016/2019• Windows 10 and Windows 11 desktops• Apple Server, iMacs, Mac Book Pros & 150 iPads• VMWare – virtualization of Windows Servers• Microsoft Hypre-V Virtualized Host servers• Virtualised Windows servers including school's MIS system• Canteen Cashless Catering System and ParentPay• Managemnet of school's WIFI system AeroHive• School's ID/Entry Systems Paxton Net2• Server & Network support and trouble shooting• Knowledgeable in Cisco Switches and Call Manager• Google Classroom – management and administration <p>Backup Strategy</p> <ul style="list-style-type: none">• Regularly check Veeam server backups are running successfully. Notify and escalate problems with Network Manager• Maintain the school's backup strategy• Ensure secondary tape backup system is kept operational. Tapes removed weekly and kept in locked room/cabinet.• Maintain backup log using Excel spreadsheet• Restore deleted files and folders as requested by staff or students <p>IT Administration</p> <ul style="list-style-type: none">• Register staff and students onto the biometric cashless payment system• Maintain printer consumables stock using Ricoh online service and other equipment such as keyboards and mice.• Label and log equipment and manuals and ensure appropriate records are maintained• Ensure software library is kept up-to-date• Log calls to third party where equipment is under warranty to arrange repairs• Keep abreast of new developments in IT and develop personal training as appropriate• Provide software training to staff as requested by SLT/Network Manager <p>Health & Safety Ensure basic safety checks are carried out to IT equipment and that IT equipment is fit for purpose.</p> <p>Follow relevant Health and Safety procedures</p>
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		<p>and raise awareness among staff, students and other users.</p> <p>Configuration & Installation Support Network Manager with-</p> <ul style="list-style-type: none">• The design and planning of rolling out new hardware equipment and software.• Imagining of Windows 10 and Windows 11 desktops• Implementing new IT resources and technology <p>Strategy & Planning</p> <ul style="list-style-type: none">• Be proactive and have the ability to work with a team and independently• Maintain an overall view of the capabilities of the school's ICT services and contribute to continuous improvement.• Prioritise IT requests and technical support, balancing response to demand and urgency. <p>Personal Qualities</p> <ul style="list-style-type: none">• Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support. <p>Communications</p> <ul style="list-style-type: none">• Support staff and students in the use of ICT resources through direct interaction and by producing simple help sheets where applicable. <p>Educational Awareness</p> <ul style="list-style-type: none">• Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts. <p>Support External Systems</p> <ul style="list-style-type: none">• Support and management user accounts for online learning platforms - Google Workspace, Kerboodle and Maths Watch and SIMS Parent App & other online services• Assist with user account management for Cognitive Abilities Test (CAT) for year 7 students and support CAT tests, providing assistance during the testing period. <p>Other Responsibilities Any other duties as reasonably required by the Network Manager, Head teacher, or Member of the LT which is consistent with the overall level, nature and grading of the post.</p>
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		This job description and the allocation of the particular responsibilities defined within ICT may be amended from time to time.
Communications:		<p>School Website and Social Media</p> <p>Content Management of the Haydon School website (www.haydonschool.com) and undertake co-ordination and uploading of Documents and policies and updating pages when required.</p> <p>Manage the Haydon School Twitter account (@HaydonSchool)</p>
Additional Duties:		To play a full part in the life of the school community, to support the school's distinctive mission and ethos and to encourage students and staff to follow this example
<p>You are to carry out the duties of support staff as set out in the Job Description and any other duties as reasonably required by the Headteacher and consistent with the overall level, nature and grading of the post.</p> <ul style="list-style-type: none"> • To promote actively the school's corporate policies • To continue personal development as agreed • To actively engage in the staff review and development process <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p> <p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.</p> <p>Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.</p> <p>The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.</p>		
<p>This job description is current at the date shown, but in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title</p>		

DATE – July 2021