



IT responsibilities: Technician

Teacher & classroom support ✓

- In-class support for teachers using ICT
- 'How to' support and guidance
- Preparation and operation of specialist ICT equipment for lessons or events
- Reporting of suspicious safeguarding activity to a named representative
- Ensuring the safe use of equipment for staff, pupils and members of the public visiting for school business purposes

User maintenance ✓

- Maintaining accurate information on class groups and pupils to allocate the correct rights to users
- Provide and maintain appropriate disk quotas and passwords
- Ensure starters and leavers are promptly processed to insure no interruption to lessons

User device maintenance ✓

- Proactive and reactive maintenance, repair, and support for teacher and pupil devices
- Installation and safe disposal of machines and hardware when needed
- Ensuring mobile devices are charged, and that laptop trolleys are loaded and secured
- Monitoring Windows workstation logon times for impact on user experiences

Application maintenance ✓

- Installing software locally to devices, and central allocation of software to workstations using deployment tools
- Re-imaging operating systems
- Management of the resource bank and booking systems
- Digital media copying and archiving

Classroom device maintenance ✓

- Proactive and reactive maintenance of classroom based AV equipment including changing projector bulbs, IPTV, digital signage displays and speakers
- Maintenance of the ICT Asset Register
- Liaison with third party support providers (e.g. VOIP provider, CCTV, Library Systems) if required for resolution of incidents

Server maintenance ✓

- Ensure all servers are on line and responsive prior to the start of the day
- Identifying any issues related to disk space, memory and CPU use or Scheduled Tasks
- Ensuring the UPS is on and functioning effectively
- Monitoring for Windows security updates

Print maintenance ✓

- Monitoring of server print queues to diagnose and resolve network printing issues
- Installation, relocation and hardware maintenance of all print devices
- Proactively monitor and manage ink and toner changes and paper loading

Security & back-up maintenance ✓

- Monitoring and maintenance of server backup software, including changing back-up media and ensuring suitable storage
- Proactively check for anti-virus software installation, updates and malware detections on end-user devices
- Completion of agreed regular daily, weekly and half-termly checks

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IT responsibilities: Network Manager

Network performance management ✓

Daily monitoring of the performance of IT systems in order to rectify problems and provide reports and recommendations to senior management

Monthly reports to the Business Manager / Head of IT / SLT on day to day operations and any development work required

Budget management ✓

Management of the devolved IT budget, conducting systems growth analysis and capacity planning, and developing budget proposals

Reviewing hardware and software resource requests to ensure that appropriate solutions are implemented

Network assurance management ✓

Creation and maintenance of documentation of all IT systems and services, including maintenance contracts warranties

Regularly updated documentation of network topography and schematics

Document an ICT disaster recovery plan

Supporting the development of an IT Service Continuity Plan

Completion of Systems Management health checks

Root cause analysis and resolution of recurring issues

Network development ✓

Ensuring all IT development works are aligned to the educational strategy, and to best practice

Working with third party suppliers and key stakeholders to technically scope, assure, and implement new systems and services in line with teaching and learning requirements

Advising on and managing non-standard changes through an ITIL process, including impact assessments

Security & safeguarding management ✓

Assisting in the development and implementation of school network and security policies (e.g. new starter, leaver, device configuration, freeware) to ensure all systems protect school data to required statutory requirements

Implementation, management and monitoring of the internet filtering policy and safeguarding filtering tools to adhere to the PREVENT agenda

Staff and resource management ✓

Responsible for recruitment, line management and retention of the on-site technical team

Accountable for driving team performance and continued professional development, in line with CPD and IT requirements

Providing systems support and technical training to the IT technicians

Delivering day to day IT support when issues have been escalated across the site, including escalation to suitably qualified 3rd party technical specialists when needed

Ensuring all software is licensed, supported and maintained

Network & server management ✓

Proactive management of Windows and Apple server and client operating systems

Provide recommendations on the physical and virtual security of servers and data

Maintenance of platform and network to support 3rd party technologies such as access control and biometrics, and liaison with 3rd party for managed changes

Proactive maintenance of wireless and infrastructure solutions

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IT responsibilities: Business Manager

Leadership & strategy ✓

Negotiate and influence strategic IT decision making within the school's Senior Management/ Leadership Team

Plan and manage IT change in accordance with the school development plan

Financial resource management ✓

Evaluate information and consult with the Senior Team and Governors to prepare and submit a realistic and balanced budget for IT resources and services

Use the agreed budget to monitor performance to achieve value for money

Identify and inform the Head Teacher and Governors of the causes of any planned or unplanned significant variances and take prompt corrective action

Maintain a strategic financial plan that will indicate the trends and requirements for ICT to forecast future year budgets

Policies and compliance ✓

Monitor the relevant legal, regulatory, ethical and social IT requirements and the effect they have on your school and staff

Ensure people have a clear understanding of the IT policies and procedures and the importance of putting them into practice

Monitor how policies and procedures are actioned and provide support as needed

Technology performance ✓

Establish systems to monitor and report on the performance of technology

Ensure resources, support and training are provided to enable work colleagues to make the best use of available ICT

Ensure contingency plans are in place in the case of technology failure

Evaluate support service contracts to understand suitability and value

ICT strategy and development ✓

Consider approaches for existing use and future plans to introduce or discard technology in the school

Consult with relevant people and experts to introduce new technology or improve existing technology for different purposes

Ensure that the school has a strategy for using technology aligned to the overall vision and plans for the school ensuring value for money

Communicate the strategy and relevant policies, including Data Protection for use of technology across the school

Administration management ✓

Manage support staff recruitment, performance, appraisal and development

Define responsibilities, information and support for staff and other stakeholders

Develop process measures that are affordable and that will enable value for money decisions

Use data analysis, evaluation and reporting to maximum effect by ensuring systems are streamlined to maximise efficiency

Staff and student welfare ✓

Ensure a safe environment for the stakeholders of the school to provide a secure environment in which due learning processes can be provided

Ensuring the maximum level of security consistent with the ethos of the school

Oversee statutory obligations are being met for pupils with special educational needs, ensuring that financial and supporting agency services are adequate for their diverse needs

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