

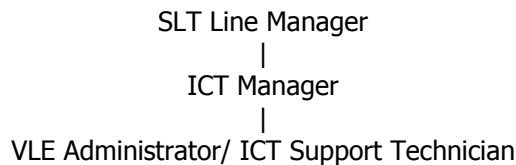
JOB DESCRIPTION

Job Title: VLE Administrator/ICT Support Technician	Grade: SR2 Points 22-25
Section: Support Staff	Hours: 37 hours per week 52 weeks a Year
Department: ICT	Terms of employment: Permanent

JOB PURPOSE

- As part of the ICT team, the post holder will be required to support the ICT Manager in providing a safe, effective and reliable IT environment for the school's large and varied user base, keeping the school at the forefront of ICT.
- The job holder, will in particular be responsible for the maintenance and management of the Learning Environment, to ensure student and staff needs are met.

DESIGNATION OF POST AND POSITION WITHIN CURRICULUM STRUCTURE



MAIN DUTIES AND RESPONSIBILITIES

VLE Administrator

- Be responsible for the management, development and maintenance of the Virtual Learning Environment
- Liaise with academic and administrative colleagues to ensure the Learning Environment best suits student and staff needs.
- Be responsible for all content of the programmes within Moodle.
- Quality check of links, format, font, spelling etc.
- Schedule new content and content/course developments
- Train other member of staff as well as students
- Monitor student and staff engagement by running reports to show activity of the site
- Liaise with course planners to ensure content is available

IT Support as and when required

- Maintain and perform the installation of ICT/Network hardware and software and perform general network/hardware maintenance.
- General administration of key systems, such as the phone and printing system (not limited to), as directed by the ICT Manager.
- Provide technical support to staff, students and stakeholders.
- Investigate, analyse, evaluate and resolve problems with ICT equipment and systems; undertake repairs if necessary or arrange for suitable repairs to be carried out.
- To ensure and provide documentation where necessary on completed jobs.
- Assist with the ICT hardware and software inventory.
- To deploy images/applications using Microsoft SCCM (training will be given)
- Follow relevant Health and Safety procedures and raise awareness amongst users.
- Ensure compliancy with the Data Protection Act 1998 at all times.
- Perform room checks and record findings as appropriate.
- Perform any other tasks deemed reasonable by the ICT Manager.

The Duston School is committed to safeguarding all children and young people. Safeguarding and Child Protection are a high priority for all employees at The Duston School.

Employee:

Name:

Signed:

Date:

On behalf of the school:

Name:

Signed:

Date:

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications / Experience	<p>Educated to A level</p> <p>Minimum 2 years' relevant experience including:</p> <ul style="list-style-type: none"> • Experience in maintaining, developing and supporting a VLE • Experience of resolving user problems related to access to, and use of VLE and website technologies • Experience in maintaining and supporting PC, laptops, tablets and networking equipment 	<p>Degree</p> <p>MCSE/MCSA/MCTS/MCP/CCNA/Network+</p> <p>Experience working in an Educational Environment</p> <p>Experience in website design and related development technologies</p> <p>Experience working with SIMS.net</p>
Knowledge	<p>Knowledge of administering Microsoft applications (Server 2008/2012, Exchange 2013, Windows 7/10, Office 2010/2013/2016, IIS)</p> <p>Knowledge of HTML</p>	<p>Knowledge of VMWare 5.5/6</p> <p>Knowledge of MAC networks</p> <p>Knowledge of networking protocols, systems and applications (TCP, UDP, VLANs, Subnets, HP, Switches, firewalls, LAN, WAN, WLAN, VPN)</p> <p>Knowledge of PHP</p> <p>Awareness of current trends and developments with VLE technologies and distance learning</p>
Skills and Abilities	<p>High level of service and support skills</p> <p>Excellent organisational skills</p>	<p>Awareness and Knowledge of relevant legislation including Data Protection Act and Confidentiality and Health & Safety</p>
Personal characteristics	<p>Ability to work confidently under pressure.</p> <p>A commitment to participate in further training and development opportunities and to keep up to date in relevant technologies.</p> <p>Ability to prioritise work and meet challenging deadlines.</p> <p>Ability to be proactive, use initiative and be self-motivated</p> <p>Starter finisher</p> <p>Excellent problem solver</p> <p>Ability to use discretion and have an understanding of the importance of confidentiality.</p>	
Communication	<p>Ability to communicate effectively to a wide range of different audiences, both orally, in writing and face to face</p>	

Relationships	An ability to establish good working relationships with staff and other stakeholders and to form and maintain appropriate relationships and personal boundaries with students.	
Appearance	Dress professionally in accordance with the culture of the organisation.	