

# NORTHERN SCHOOL OF CONTEMPORARY DANCE

## JOB DESCRIPTION

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<b>POST:</b>	IT TECHNICIAN
<b>REPORTING TO:</b>	INFORMATION SYSTEMS MANAGER
<b>MAIN PURPOSE OF JOB:</b>	Working with the Information Systems Manager to deliver the IT service at the School; and be responsible for the development, maintenance and operation of all the IT systems at the School; providing IT support to all users, including staff, students and visitors.

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## DUTIES

### IT Support Duties:

1. Run a help-desk offering full (first, second and third line) support to all staff, students and other authorised users.
2. Provide skilled operational support and troubleshooting for all Windows operating systems, including: Windows 11/Windows Server 2022, Terminal Services, Quercus student records system, Moodle, bespoke internal data system, SAGE accounting package, library systems, printers, telephones and other network connections.
3. Document and devise systems and procedures for Wi-Fi access, general IT usage and Policy for the various client groups.
4. Support the telephone system, liaising with the external provider as necessary.
5. Provide IT infrastructure services including desktop applications, local and/or wide area networks, ensuring IT security.
6. Respond and implement, as necessary, developments within computer network management and security, applying protocols such as CyberEssentials and PCI-DSS as appropriate.
7. Create, implement and monitor solutions to minimise operational downtime of all IT equipment and services including cloud hosted services.
8. Maintain a detailed network plan and inventory and documentation of the IT services, systems and assets.
9. Ensure all IT equipment, services and systems are maintained, refurbished or replaced.
10. Responsible for data recovery and safeguarding the backup data, together with advising users on backup and other security strategies for laptops and hardware which is not connected to the School's network.
11. Implement the IT section of the Disaster Recovery Plan, ensuring that the plans remain relevant and easy to implement promptly.

12. Support the Librarian with the maintenance, upgrade, backup, technical queries and development of platforms managed by the library service - encompassing software and hardware elements. Ensuring secure remote access arrangements to the relevant servers can be maintained and managed by Library staff allowing external providers to rectify technical issues promptly and with limited disruption to end users. Systems used are Planet eStream Core Solution (cloud based), Planet eStream Freeview server (cloud based), Heritage Library Management System (internal).

#### **General**

- Undertake staff development where necessary.
- To follow the School's Code of Practice in matters such as Health and Safety, Equal Opportunities, Data Protection and Safeguarding.
- Follow all agreed Quality Assurance Systems within the School.
- Any other relevant duties as required.

#### **PERSON SPECIFICATION – IT Technician**

The post holder undertakes a varied role, needing a variety of skills and personal qualities.

#### **EXPERIENCE/KNOWLEDGE:**

##### **Essential:**

- Educated to degree level in a computing related subject; equivalent qualifications and/or work experience will be considered.
- At least one year's experience of working with Windows Server as a systems administrator in a demanding service environment.
- Extensive experience of Windows (up to 11), Windows Servers (up to 2022), Exchange Server (up to 2013 internal and M365 Exchange Online).
- Experience with Active Directory, Group Policies, DHCP, DNS, PowerShell scripts.
- Experience with routers, switches, firewalls & Wi-Fi.
- Experience in installing, modifying, maintaining and repairing IT hardware and software.
- The ability to maintain, analyse and interpret data in order to monitor and manage the IT services associated with the post.
- Committed to working in a customer-focused service environment, with the ability to respond quickly to resolve issues; have an interest and proactive approach to service delivery and development.
- The ability to work to deadlines and manage a varied workload with regular interruptions and ever-changing priorities at levels between first and third line support.
- Proven interpersonal and communication skills, with the ability to demonstrate initiative, drive, patience and understanding, and the ability to work both independently and collaboratively as a member of the team.
- Availability to work flexible hours (including evenings and weekends) where needed to accommodate occasional planned out of hours works or in response to emergencies.
- Willing to undertake appropriate training as necessary.
- Affinity with the inclusive and mutually respectful education and training ethos of NSCD.

- Willingness to work within the School's Child Protection & safeguarding guidance for staff and follow relevant organisational procedures.

#### **Desirable:**

- Experience with Linux (Ubuntu based), Citrix XenServer (being obsoleted), and Cisco Meraki hardware will be an extra advantage.
- Experience of working with Poly SIP telephone systems.
- Experience of installing and using WordPress and Moodle.
- Experience with Microsoft SharePoint/M365/Teams.
- Experience with video editing software and workflows in a Mac environment and using audio-visual equipment.
- Experience of working in a Higher Education environment, or other educational settings.

#### **Terms and conditions**

Full terms and conditions of employment will be supplied to the successful candidate, but in brief these are:

<b>Place of employment:</b>	NSCD, 98 Chapeltown Road, Leeds LS7 4BH.
<b>Hours of work:</b>	37 hours per week.
<b>Remuneration:</b>	£25,694 - £28,081
<b>Contract:</b>	Permanent
<b>Probation:</b>	6 months
<b>Leave entitlement:</b>	25 days, plus 8 bank holidays and up to 3 discretionary days between Christmas and New Year.
<b>Period of notice:</b>	1 month on either side
<b>Pension:</b>	Local Government Pension Scheme available (West Yorkshire Pension Scheme)
<b>Other benefits:</b>	Staff training and development opportunities. Free or reduced-price tickets for Riley Theatre school's performances.

#### **Equal Opportunities**

The School is committed to providing non-discriminatory and harassment-free working environment for our employees. All School employees are expected to have due regard for those policies when carrying out their duties.

#### **Equality, Diversity and Inclusion**

NSCD believes that diversity and a diverse workforce is critical to its future development. As an equal opportunities employer we actively encourage interest from suitably qualified And eligible candidates regardless of sex, age, race, cultural background, disability, sexual orientation, gender identity, religion or belief.

**Safeguarding**

NSCD follows Safeguarding provision and all staff require a full DBS check. NSCD is committed to safeguarding and promoting the welfare of students and vulnerable adults and expects all staff and volunteers to share in this commitment.

**Health and Safety**

All employees will maintain a positive attitude to Health and Safety in carrying out personal responsibilities and co-operate with Health and Safety policy/local rules/codes of practice relating to Health and Safety.

**Environment & Sustainability**

Northern School of Contemporary Dance recognises and is aware of its Social, Economic and Environmental responsibilities, the post holder is required to minimise environmental impact in the performance of the role and actively contribute to the delivery of NSCD's Environment and Sustainability Policy.

**IT Technician 2024**