DELEGATED POWERS REPORT NO. | 1176

SUBJECT:

Control sheet

All of the following actions MUST be completed at each stage of the process and the signed and dated report MUST be passed to Democratic Service for publishing

All reports		
1. Democratic Services receive draft report	Name of DSO	Nick Musgrove
	Date	29/09/2010
2. Democratic Services cleared draft report as being constitutionally appropriate	Name of DSO	Nick Musgrove
	Date	29/09/2010
3. Finance clearance obtained *(report author to complete)*	Name of Fin. officer	Kerry-Anne Smith
	Date	15/11/2010
4. Staff and other resources issues clearance obtained *(report author to complete)*	Name of Res. officer	John Sear
	Date	15/11/2010
5. Trade Union response received (Staffing issues only)	Name of TU rep.	Tracey Lowe
	Date	15/11/2010
6. Legal clearance obtained from *(report author to complete)*	Name of Legal officer	Philippa Larbi
	Date	06/10/2010
7. Policy & Partnerships clearance obtained *(report author to complete)*	Name of P&P officer	Andrew Nathan
	Date	29/09/2010
8. Equalities & Diversity clearance obtained *(report author to complete)*	Name of officer	Andrew Nathan
	Date	29/09/2010
9. The above process has been checked and verified by Director, Head of Service or Deputy *(report author to complete)*	Name	Robert McCulloch-Graham
	Date	18/11/2010
10. Signed & dated report, <u>scanned or hard copy</u> received by Democratic Services for publishing	Name of DSO	Nick Musgrove
	Date	19/11/2010
11. Report published by Dem Services to website	Name of DSO	Nick Musgrove
	Date	23/11/2010
Officer reports:		
12. Head of Service informed report is published and can be implemented.	Name of DSO	Nick Musgrove
	Date	23/11/2010
Cabinet Member reports:		
13. Expiry of call-in period	Date	
14. Report circulated for call-in purposes to COSC members & copied to Cabinet & Head of Service	Name of DSO	
	Date	
	Date	

BARNET
LONDON BOROUGH

ACTION TAKEN UNDER DELEGATED POWERS BY OFFICER (COUNCIL FUNCTION)

Subject	**Restructuring the Schools ICT Support Services**
Officer taking decision	Director of Children's Service
Date of decision	18/11/2010

Summary	This report outlines proposals to re-structure the schools ICT support service to better meet schools' needs.

Officer Contributors	John Schmitz, Children's Service
	Tony Rafferty, Schools ICT Manager
Status (public or exempt)	Public, with separate exempt section
Wards affected	All
Enclosures	1. Proposed new structure, Summary of proposals and Job Descriptions
Power being exercised	

Contact for further information: Tony Rafferty, Schools ICT Manager, 020 8539 3414

Serial No. 1176

Beacon
Council

2002-2003
Improving Urban Green Spaces
Libraries as a Community Resource
2002-2004
Community Cohesion

1. RELEVANT PREVIOUS DECISIONS

1.1 None

2. CORPORATE PRIORITIES AND POLICY CONSIDERATIONS

2.1 The Council's corporate priorities include 'a bright future for children and young people' and in the Barnet Children and Young People Plan there is a priority to make 'every school a good school for every child'. ICT is now embedded throughout schools and ensuring that they have access to the right level of support is critical to their successful management, and to support pupils to achieve their potential.

3. RISK MANAGEMENT ISSUES

3.1 It is essential that the service maintains up to date role profiles which accurately reflect the responsibilities and requirements of posts within the service, and further, that there is in place an appropriate structure which is reflective of the work undertaken by the service. The implementation of these matters will assist the Council to comply with its responsibilities under employment legislation.

3.2 I have considered whether the issues involved are likely to raise significant levels of public concern or give rise to policy considerations. They do not, as staffing and financial arrangements have been addressed.

4. EQUALITIES AND DIVERSITY ISSUES

4.1 The aim of the Schools' ICT Support Service is to provide a complete ICT support service for schools in Barnet which choose to buy the traded service provided by the council, at the levels that each school requires. Effective use of ICT in schools can help all pupils to learn and can help raise attainment.

4.2 The recruitment and Assimilation process will follow the principles of best practice in line with Barnet's Recruitment and Selection and Equal Opportunities policies. Applications will be welcomed from all sections of the community.

5. USE OF RESOURCES IMPLICATIONS (Finance, Procurement, Performance & Value for Money, Staffing, IT, Property, Sustainability)

5.1 The proposed restructure will give the service a modern and flexible structure in order to meet the future demands of a growing traded service.

5.2 The Schools ICT Service is a wholly traded service and is funded by payments made by schools which buy into the service. All costs will be met wholly from within the service budget. Any increases in total salary costs in the financial year (20010/11) will be met by the existing budget and it is proposed that additional future costs will be factored into the financial planning and met by the school buy back income. The current overall salary cost is £444,090 without the proposed restructure and it is projected that upon the restructure the overall salary cost would be £458,360.

The £14,270 increase has been incorporated in to the budget for the next financial year (2011/2012) and the costs to schools have been consequently increased.

5.3 In order to attract and retain staff with the right level of ICT skills and experience it is necessary that the service maintains a clear career structure, and roles which reflect the actual responsibilities of each post. The new structure will ensure this.

5.4 Consultation on the proposed re-structure began in November 2009 and continued until 5th March and fully involved the trade unions; Human Resources was also involved at all stages. The representations received during consultation resulted in changes being agreed to some of the initial draft job descriptions and incorporated into the final document.

5.5 Two staff will be considered for two new roles within the structure. This will be via a ring fence process. It is anticipated that these staff will be appointed to the new roles, or alternatively may choose to take voluntary redundancy. However, in the unlikely event that either be displaced, they would be released on the grounds of redundancy under the Councils current scheme and in accordance with the managing Change policy. If this occurs, a further report will be taken to General Functions Committee at that stage to gain approval for the redundancy.

6. LEGAL ISSUES

6.1 None other than those outlined in the body of this report.

7. CONSTITUTIONAL POWERS

7.1 These powers are exercised in accordance with sections 6.2 and 6.3 of the constitution, dealing with the powers of Chief Officers and are not issues reserved for General Functions Committee, namely:-

- *6.2 They may use whatever means they consider appropriate to discharge those functions, including:*
  - *engaging and deploying staff;*
  - *deploying other resources within their control;*
- *6.3 Beside having delegated powers to deal with executive matters, specific chief officers have powers to deal with regulation, licensing enforcement, staffing and other statutory matters which are functions for which the Council is responsible, or for which the Council, acting as Licensing Authority, is responsible.*

8 BACKGROUND INFORMATION

8.1 The Schools' ICT Support Service

The Schools ICT Support Service is based at Manorside School and offers a customer focused and pro-active service, with the overall aim to help and support Barnet schools to make the best use of ICT. The service is a 'traded service', which

schools can choose to buy into. At present, 102 schools use the service. Barnet youth centres and centres also buy in to the service

The current structure of the team is not fit for purpose because grades and roles do not reflect how the service operates or actual post responsibilities. As the service has taken on new technologies and team members have developed their skills and knowledge, the present job descriptions and roles do not reflect how the service operates on a day to day basis.

The benefits of the proposed structure and grades are that they reflect how the service works, and acknowledge the skills and experience of the team members. Also, importantly, the new structure gives clear career development paths which are essential in retaining and motivating skilled staff.

The goal of the service is to serve as the technology partner for Barnet schools, with a focus on providing solutions. This will be delivered through a modular approach to the service that will allow schools to create an agreement that fits the support needs of the school.

The aim of the schools ICT Support team is to provide the following:

- Project management and installations
- Advice, consultancy and support for ICT in the whole school
- Advice, consultancy, support and training for the RM Integris suite of management software, including Integris G2
- Remote network management support and telephone support
- Advice and project development for new ICT equipment
- Installation of new network solutions and of ICT equipment
- Repairs to PCs, laptops and other ICT equipment and AVA equipment

8.2   Role profiles have been updated to cover all current aspects of the job and have been subject to job evaluation.

The current role profiles do not adequately reflect the current level of responsibilities.

Further details are set out in the exempt section of this report.

9   LIST OF BACKGROUND PAPERS

9.1   None

10.   OFFICER'S DECISION

I authorise the following action

10.1 To implement the restructure of the Schools ICT Service as detailed above.

Signed   Robert McCulloch-Graham

Director of Children's Service
Date   18/11/2010

BARNET
LONDON BOROUGH

Schools ICT Support service
Children's Service
The London Borough of Barnet
Manorside centre
Squires Lane
London
N3 2AB

Contact: Anthony Rafferty
Tel: 0208 359 3410
E-mail:Anthony.Rafferty@barnet.gov.uk
Date: 4th March 2010

Proposal for Restructuring the Schools ICT Support Service

The present structure was inherited from the merger of the curriculum support team and the school office support team.

The service has developed into a complete ICT support service over the last three years.

The service now offers its customers
- School visits to provide support for school ICT networks,
- A complete ICT network management solution hosted on service servers
- Hosting of school Management Information Systems and Network Management at our offices
- Installation of complete network solutions in schools.

As the service has taken on new technologies and team members have developed their skills and knowledge the present job descriptions and roles do not reflect how the service operates on a day to day basis.

The benefits of the proposed structure and SCP are that they reflect how the service works, and acknowledge the skills and experience of the team members. Also, importantly, the new structure gives clear career development paths which are essential in retaining and motivating skilled staff.

Contents

Page

Present roles within the Team

Schools ICT Support Service	
25th February 2010	
Present Post	SCP range
Principal ICT Officer	42-45#47
Senior ICT Officer	35-38#41
Electrical Technician	22 – 23
Electrical Technician	22 – 23
1st/2nd Line ICT Support Technician	18 - 28
1st/2nd Line ICT Support Technician	18 – 28
1st/2nd Line ICT Support Technician	18 – 28
1st/2nd Line ICT Support Technician	18 – 28
AVA/ ICT Hardware Technician	25 – 28
Deputy Technical Manager	32 - 34
ICT Technician	19 – 27

Proposed Roles within the Team

New Post	Indicative grades	Reorganisation	Old Post
ICT Assistant Manager	39-42	Ring fenced*	
ICT Senior Officer	35-38	Ring fenced*	
ICT Senior Engineer	31-34	Ring fenced*	
ICT Senior Hardware Engineer	31-34	Assimilated	Deputy Technical Manager
ICT Support Officer	26-29	Assimilated	1st/2nd Line ICT Support Technician
ICT Support Officer	26-29	Assimilated	1st/2nd Line ICT Support Technician
ICT Support Officer	26-29	Assimilated	1st/2nd Line ICT Support Technician
ICT Support Officer	26-29	Assimilated	1st/2nd Line ICT Support Technician
ICT Hardware Engineer	25-28	Assimilated	AVA/ ICT Hardware Technician
Portable Electrical Appliance Testing Service (PEAT) Electrical Tester	20-23	Assimilated	Electrical Technician
Portable Electrical Appliance Testing Service (PEAT) Electrical Tester	20-23	Assimilated	Electrical Technician

*3 posts to be ring fenced to Principal ICT Officer and Senior ICT Officer, after this process the posts will be open to the rest of the Team to apply for any vacant positions

Job Descriptions

Service Area	Children's Service	
Team	Schools ICT Support Service	
Job Title(s)	ICT Assistant Manager	
	ICT Senior Officer	
	ICT Senior Engineer	
	ICT Senior Hardware Engineer	
	ICT Support Officer	
	ICT Hardware Engineer	
	Portable Electrical Appliance Testing Service (PEAT) Electrical Tester	
Grade(s)	ICT Assistant Manager	39-42
	ICT Senior Officer	35-38
	ICT Senior Engineer	31-34
	ICT Senior Hardware Engineer	31-34
	ICT Support Officer	26-29
	ICT Hardware Engineer	25-28
	Portable Electrical Appliance Testing Service (PEAT) Electrical Tester	20-23
Post Numbers		
Reports to	Manager of Schools ICT Support service	

CONTEXT AND PURPOSE OF JOB

Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.

The team specified above will provide a range of ICT services to customers of the service. The services will include, but not be restricted to:

- design and development of local area networks
- maintenance and support of local area networks
- selection and implementation of desktop and server systems
- maintenance and support of desktop and server systems
- hardware and software problem resolution
- maintenance and support of local area networks

- support visits
- systems administration
- help desk / management software
- project management
- hardware repairs
- business analysis and requirements specification
- systems procurement
- design and development of applications
- Supporting ICT in all environments

The post holders will be assigned to work as members of Schools ICT Support Service multi-disciplinary team, and display excellent analytical and problem solving skills and also excellent customer care skills and be able to promote the service.

Key Accountabilities *outlined in detail in individual job descriptions*

The specific service delivery accountabilities as a team member may be within the context of formal projects or individual tasks.

Managing projects to develop and/or implement ICT solutions, in accordance with council standards and processes

Analysing client's business problems, working with them to identify and document their requirements for new systems and/or services.

Procuring systems solutions in accordance with local authority procedures and standing orders, including obtaining competitive quotations or tenders

Designing and developing application software systems and Web solutions

Selecting, installing and testing desktop and/or server hardware and software

Designing and implementing local area networks across all environments

Maintaining and enhancing application software systems

Maintaining and supporting desktop and/or server hardware and software

Maintaining and supporting local area networks across all environments

Managing, operating and administering client application systems and databases
Liaising with schools, clients, council staff, colleagues and external service providers

Financial and Asset Responsibilities
Post holders assigned to manage projects and/or procure systems or services will be required to exercise budgetary and financial control in accordance with the local authority's codes of practice.

In developing and supporting ICT systems, the post holder will be working with the valuable ICT and data assets of the Schools ICT Support Service, Barnet schools and Barnet local authority, and other customers and will be required to ensure at all times that the safety and effectiveness of these systems is not compromised .

Staff Responsibilities
The post holder will be able to work in a team environment, be self-motivated and well organised with excellent communication skills, and may be required, from time to time, to supervise other staff assigned to work with him/her on a defined piece of work. He / she may also be required to work with more junior colleagues or contract staff for the purposes of transferring information or skills.

Other
The post holder will be required to participate in a helpdesk rota.

PROMOTION OF CORPORATE VALUES
To ensure that customer care is maintained to the agreed standards according to the Barnet Children's service values.

To ensure that a high level of confidentiality is maintained in all aspects of work

To encourage and develop optimum performance from staff and underline the corporate approach to customer needs as reflected in the council's structure and style.

FLEXIBILITY
In order to deliver the service effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

THE COUNCIL'S COMMITMENT TO EQUALITY
To deliver the council's commitment to equality of opportunity both in the provision of services and as an employer, all staff are expected to promote equality in the work place and in the services the council delivers.

Revisions Date: ....   Amended by:...

Role Profile

Service:	Children's Service
Location:	Manorside
Job Title:	ICT Support Officer
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

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1. Purpose of Job:

Context and Purpose of the Job

To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To provide support to customers on all aspects of ICT used by schools undertake a full range of administrative duties and, undertake any additional duties allocated by the service manager to ensure the smooth and efficient operation of the service.

Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.

The team specified above will provide a range of ICT services to customers of the service. as listed on page 5

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2. Key accountabilities:

To provide

Simple and routine design and configuration of LANs, Complex but routine fault resolution

Responsible for the administration, maintenance and configuration of Kaseya web based remote management infrastructure

Maintenance and support for Windows Server operating systems and workstation operating systems including network applications

Installing new client-server systems infrastructure including configuration and data migration

Routine applications support and enhancements, including complex programming and testing

Routine commissioning and installation of desktop systems, Decommissioning of redundant equipment

Regular management and monitoring of service servers and VM ware system

Responsible for developing and managing the backup and restoration of IT systems

Routine Software / Hardware fault resolution

Responsible for building, managing and maintaining ICT systems, including administration, configuration and management

Fault resolution on desktop systems, servers and networks and decommissioning of redundant equipment

Liaising with ICT colleagues, Schools and ICT Suppliers and ICT Support Companies

Routine data and system administration, Routine systems administration

Analysis and specification of simple and routine client business needs

Simple, routine applications programming and testing,

General provision

Maintaining of Backup applications, Anti virus software, Server operating systems, Workstation operating systems, MS Office Application and Email support

Carrying out hardware repairs to, and routine maintenance of, ICT equipment

Support through answering telephone calls, e-mail enquires and managing call logging and support software.

Monitor ICT network efficiency and stability.

The aim to resolve as many incidents at first line, passing on the remainder to other team members

Support for schools Management information systems (MIS)

Decommissioning of redundant equipment

Support Records (Tickets) must be maintained for all work carried on the Network management software, and or maintained at each school

To liaise with equipment and service suppliers to solve ICT problems as and when required. And where necessary manage interaction with suppliers and checking the validity of any fixes or workarounds.

Ensuring schools, and ICT support service backup system and tape/device management are maintained and up to date

Each member of the team is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits.

Ensure that all equipment for repair is booked in and also booked out using the appropriate procedures. Keeping customers appraised of progress and informing customers when equipment is ready for collection.

Maintain booking of Schools ICT Support Service loan equipment, for example public address systems and other equipment available to be used by schools and the LA.

To visit customers as required and for pre-arranged ½ or 1 day support sessions, to undertake school based ICT support. And emergency visits when required.

The ICT Support team member is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits. Records must be maintained for all work carried out.

Diagnosis of faults on standalone and networked PCs and IT equipment, Reporting to customer's staff, SICTSS and suppliers (if under warranty) when required.

Carrying out computer maintenance to proactively ensure that PCs are kept to high standard, including temporary file removal and hard drive maintenance,

Ensuring anti-virus and anti spy-ware software is up to date

All ICT equipment has the relevant update patches, software drivers and firmware

Resolving network problems including hardware and network protocols

Installation of software on standalone and networked PCs

Configuring of third party systems including Community Connect systems and network servers as required, and maintaining and updating all ICT documentation, including network diagrams

Diagnosis and resolution of Software and Hardware faults

Provision of training to customer's staff to enable them to undertake routine tasks "in-house"

To keep abreast of activity within the team and to provide assistance as and when necessary and to provide training and knowledge development for other Support Service staff where appropriate.

To promote the service and show excellent customer care skills;

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

3. Leadership and Management:

4. Change and Improvement:

5. Staff Responsibilities:

6. Financial Responsibilities:

7. Health and Safety Responsibilities:

8. Other Responsibilities:

9. Promotion of Corporate Values
To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

10. Flexibility
In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

11. The Council's Commitment to Equality
To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Role Profile

Service:	**Children's Service**
Location:	**Manorside**
Job Title:	**ICT Senior Hardware Engineer**
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

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1. Purpose of Job:

Context and Purpose of the Job

To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To provide technical support to customers on all aspects of ICT used by schools undertake a full range of administrative duties and, undertake any additional duties allocated by the service manager to ensure the smooth and efficient operation of the service. Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.

The team specified above will provide a range of ICT services to customers of the service. as listed on page 5

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2. Key accountabilities:

To provide

Undertake repairs and trace faults on ICT equipment

Ensuring the workshop is a clean and safe working environment

Maintain stock levels of ICT spare parts and general ICT stock

Maintain and keep updated price lists of ICT equipment that can be purchased by schools

Administration and maintenance of Kaseya web based remote management infrastructure

Maintenance and support for Windows Server operating systems and network applications

Maintaining and supporting operating systems, and applications

Controlling of backup system and tape/device management

Building new client-server systems infrastructure including maintenance guidelines

Routine design and configuration of LANs, non-routine Software / Hardware fault resolution

General provision

Maintaining of Backup applications, Anti virus software, Server operating systems, Workstation operating systems, MS Office Application and Email support

Carrying out hardware repairs to, and routine maintenance of, ICT equipment

Support through answering telephone calls, e-mail enquires and managing call logging and support software.

The aim to resolve as many incidents at first line, passing on the remainder to other team members

Monitor ICT network efficiency and stability.

Support for schools Management information systems (MIS)

Decommissioning of redundant equipment

Support Records (Tickets) must be maintained for all work carried on the Network management software, and or maintained at each school

To liaise with equipment and service suppliers to solve ICT problems as and when required. And where necessary manage interaction with suppliers and checking the validity of any fixes or workarounds.

Ensuring schools, and ICT support service backup system and tape/device management are maintained and up to date

Each member of the team is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits.

Ensure that all equipment for repair is booked in and also booked out using the appropriate procedures. Keeping customers appraised of progress and informing customers when equipment is ready for collection.

Maintain booking of Schools ICT Support Service loan equipment, for example public address systems and other equipment available to be used by schools and the LA.

Liaise with manufacturers for ordering equipment and parts for aspects of the service and obtain quotes for, and ordering of, stocks of computer related AVA spares for use by the service.

To visit customers as required and for pre-arranged ½ or 1 day support sessions, to undertake school based ICT support. And emergency visits when required.

The ICT Support team member is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits. Records must be maintained for all work carried out.

Diagnosis of faults on standalone and networked PCs and IT equipment, Reporting to customer's staff, SICTSS and suppliers (if under warranty) when required.

Carrying out computer maintenance to proactively ensure that PCs are kept to high standard, including temporary file removal and hard drive maintenance,

Ensuring anti-virus and anti spy-ware software is up to date

All ICT equipment has the relevant update patches, software drivers and firmware

Resolving network problems including hardware and network protocols

Installation of software on standalone and networked PCs

Configuring of third party systems including Community Connect systems and network servers as required, and maintaining and updating all ICT documentation, including network diagrams

Diagnosis and resolution of Software and Hardware faults

Provision of training to customer's staff to enable them to undertake routine tasks "in-house"

To keep abreast of activity within the team and to provide assistance as and when necessary and to provide training and knowledge development for other Support Service staff where appropriate.

To promote the service and show excellent customer care skills

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

3. Leadership and Management:

4. Change and Improvement:

5. Staff Responsibilities:

6. Financial Responsibilities:
Routine Ordering

7. Health and Safety Responsibilities:

8. Other Responsibilities:

9. Promotion of Corporate Values
To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

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11. The Council's Commitment to Equality
To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Role Profile

Service:	Children's Service
Location:	Manorside
Job Title:	ICT Senior Engineer
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

1. Purpose of Job:
Context and Purpose of the Job
To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To provide technical support to customers on all aspects of ICT used by schools undertake a full range of administrative duties and, undertake any additional duties allocated by the service manager to ensure the smooth and efficient operation of the service.
Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.
The team specified above will provide a range of ICT services to customers of the service. as listed on page 5

2. Key accountabilities:

Administration and maintenance of Kaseya web based remote management infrastructure
Maintenance and support for Windows Server operating systems and network applications

Maintaining and supporting operating systems, and Applications

Regular management and monitoring of servers and VM ware system

To design and implement disaster recovery plans for customer ICT solutions

16

Building new client-server systems infrastructure including maintenance schedules
Database design and implementation

Responsible for building, managing and maintaining ICT systems, including administration, configuration and management

Complex and non-routine design and configuration of LANs, complex and non-routine Software / Hardware fault resolution

General provision

Maintaining of Backup applications, Anti virus software, Server operating systems, Workstation operating systems, MS Office Application and Email support

Carrying out hardware repairs to, and routine maintenance of, ICT equipment

Support through answering telephone calls, e-mail enquires and managing call logging and support software.

Monitor ICT network efficiency and stability.

The aim to resolve as many incidents at first line, passing on the remainder to other team members

Support for schools Management information systems (MIS)

Decommissioning of redundant equipment

Support Records (Tickets) must be maintained for all work carried on the Network management software, and or maintained at each school

To liaise with equipment and service suppliers to solve ICT problems as and when required. And where necessary manage interaction with suppliers and checking the validity of any fixes or workarounds.

Ensuring schools, and ICT support service backup system and tape/device management are maintained and up to date

Each member of the team is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits.

Ensure that all equipment for repair is booked in and also booked out using the appropriate procedures. Keeping customers appraised of progress and informing customers when equipment is ready for collection.

Maintain booking of Schools ICT Support Service loan equipment, for example public address systems and other equipment available to be used by schools and the LA.

Liaise with manufacturers for ordering equipment and parts for aspects of the service and obtain quotes for, and ordering of, stocks of computer related AVA spares for use by the service.

To visit customers as required and for pre-arranged ½ or 1 day support sessions, to undertake school based ICT support. And emergency visits when required.

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Provision of training to customer's staff to enable them to undertake routine tasks "in-house"

To keep abreast of activity within the team and to provide assistance as and when necessary and to provide training and knowledge development for other Support Service staff where appropriate.

To promote the service and show excellent customer care skills;

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

3. Leadership and Management:

4. Change and Improvement:

5. Staff Responsibilities:

6. Financial Responsibilities:
   Routine Ordering

7. Health and Safety Responsibilities:

8. Other Responsibilities:
9.   Promotion of Corporate Values
   To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

10.   Flexibility
   In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

11.   The Council's Commitment to Equality
   To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

   To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Role Profile

Service:	Children's Service
Location:	Manorside
Job Title:	ICT Senior Officer
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

1. Purpose of Job:
   Context and Purpose of the Job
   To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To provide technical support to customers on all aspects of ICT used by schools undertake a full range of administrative duties and, undertake any additional duties allocated by the service manager to ensure the smooth and efficient operation of the service. Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.
   The team specified above will provide a range of ICT services to customers of the service. as listed on page 5

2. Key accountabilities:

Administration and maintenance of Kaseya web based remote management infrastructure
Maintenance and support for Windows Server operating systems and network applications

Complex network design and implementation

Highly complex and non-routine systems design and specification

Analysis and specification of highly complex and non-routine client business needs

To design and implement disaster recovery plans for customer ICT solutions and the service ICT systems

Web site design and implementation

Management and monitoring of networks and VM ware system

Responsible for building, managing and maintaining ICT systems, including administration, configuration and management

Highly complex and non-routine design and configuration of LANs, Highly complex and non-routine Software / Hardware fault resolution

General provision

Maintaining of Backup applications, Anti virus software, Server operating systems, Workstation operating systems, MS Office Application and Email support

Carrying out Hardware repairs to, and routine maintenance of, ICT equipment

Support through answering telephone calls, e-mail enquires and managing call logging and support software.

Monitor ICT network efficiency and stability.

The aim to resolve as many incidents at first line, passing on the remainder to other team members

Support for schools Management information systems (MIS)

Decommissioning of redundant equipment

Support Records (Tickets) must be maintained for all work carried on the Network management software, and or maintained at each school

To liaise with equipment and service suppliers to solve ICT problems as and when required. And where necessary manage interaction with suppliers and checking the validity of any fixes or workarounds.

Ensuring schools, and ICT support service backup system and tape/device management are maintained and up to date

Each member of the team is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits.

Ensure that all equipment for repair is booked in and also booked out using the appropriate procedures. Keeping customers appraised of progress and informing customers when equipment is ready for collection.

Maintain booking of Schools ICT Support Service loan equipment, for example public address systems and other equipment available to be used by schools and the LA.

Liaise with manufacturers for ordering equipment and parts for aspects of the service and obtain quotes for, and ordering of, stocks of computer related AVA spares for use by the service.

To visit customers as required and for pre-arranged ½ or 1 day support sessions, to undertake school based ICT support. And emergency visits when required.

The ICT Support team member is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits. Records must be maintained for all work carried out.

Diagnosis of faults on standalone and networked PCs and IT equipment, Reporting to customer's staff, SICTSS and suppliers (if under warranty) when required.

Carrying out computer maintenance to proactively ensure that PCs are kept to high standard, including temporary file removal and hard drive maintenance,

Ensuring anti-virus and anti spy-ware software is up to date

All ICT equipment has the relevant update patches, software drivers and firmware

Resolving network problems including hardware and network protocols

Installation of software on standalone and networked PCs

Configuring of third party systems including Community Connect systems and network servers as required, and maintaining and updating all ICT documentation, including network diagrams

Diagnosis and resolution of Software and Hardware faults

Provision of training to customer's staff to enable them to undertake routine tasks "in-house"

To keep abreast of activity within the team and to provide assistance as and when necessary and to provide training and knowledge development for other Support Service staff where appropriate.

To promote the service and show excellent customer care skills;

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

3. Leadership and Management:

4. Change and Improvement:

5. Staff Responsibilities:

6. Financial Responsibilities:
   Routine Ordering

7. Health and Safety Responsibilities:

8. Other Responsibilities:

9.   Promotion of Corporate Values
   To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

10.   Flexibility
   In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

11.   The Council's Commitment to Equality
   To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

   To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Role Profile

Service:	**Children's Service**
Location:	**Manorside**
Job Title:	**ICT Assistant Manager**
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

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1. Purpose of Job:

Context and Purpose of the Job

To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To provide technical support to customers on all aspects of ICT used by schools undertake a full range of administrative duties and, undertake any additional duties allocated by the service manager to ensure the smooth and efficient operation of the service. Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.

The team specified above will provide a range of ICT services to customers of the service. as listed on page 5

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2. Key accountabilities:

To Provide

Administration and maintenance of Kaseya web based remote management infrastructure
Maintenance and support for Windows Server operating systems and network applications

Maintaining and development of backup software and Antivirus software

Maintaining and supporting operating systems, and Applications

Database design and implementation

Web site design and implementation

Development of schools ICT support service infrastructure including servers and VM ware and networking

Responsible for building, managing and maintaining ICT systems, including administration, configuration and management

Highly complex and non-routine design and configuration of LANs, Highly complex and non-routine Software / Hardware fault resolution

Undertake highly complex and non-routine procurements, involving multiple suppliers and tender processes

Complex and non- routine commissioning and installation of servers

Designing and implementing ICT systems used by schools ICT support service

Working with the manager on complex and non-routine projects, including project planning, resource allocation, staff supervision, progress monitoring, progress reporting,

Working with the manager when designing and developing client-server systems and its infrastructure maintenance requirements

Ordering equipment for schools and the service and supplying financial information as required

General provision

Maintaining of Backup applications, Anti virus software, Server operating systems, Workstation operating systems, MS Office Application and Email support

Carrying out hardware repairs to, and routine maintenance of, ICT equipment

Support through answering telephone calls, e-mail enquires and managing call logging and support software.

The aim to resolve as many incidents at first line, passing on the remainder to other team members

Decommissioning of redundant equipment

Support for schools Management information systems (MIS)

Support Records (Tickets) must be maintained for all work carried on the Network management software, and or maintained at each school

To liaise with equipment and service suppliers to solve ICT problems as and when required. And where necessary manage interaction with suppliers and checking the validity of any fixes

or workarounds.

Ensuring schools, and ICT support service backup system and tape/device management are maintained and up to date

Each member of the team is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits.

Ensure that all equipment for repair is booked in and also booked out using the appropriate procedures. Keeping customers appraised of progress and informing customers when equipment is ready for collection.

Maintain booking of Schools ICT Support Service loan equipment, for example public address systems and other equipment available to be used by schools and the LA.

Liaise with manufacturers for ordering equipment and parts for aspects of the service and obtain quotes for, and ordering of, stocks of computer related AVA spares for use by the service.

To visit customers as required and for pre-arranged ½ or 1 day support sessions, to undertake school based ICT support. And emergency visits when required.

The ICT Support team member is required to work as part of the ICT team to assess requirements for each task, using their own initiative, prioritising schools requiring visits. Records must be maintained for all work carried out.

Diagnosis of faults on standalone and networked PCs and IT equipment, Reporting to customer's staff, SICTSS and suppliers (if under warranty) when required.

Carrying out computer maintenance to proactively ensure that PCs are kept to high standard, including temporary file removal and hard drive maintenance,

Ensuring anti-virus and anti spy-ware software is up to date

All ICT equipment has the relevant update patches, software drivers and firmware

Resolving network problems including hardware and network protocols

Installation of software on standalone and networked PCs

Configuring of third party systems including Community Connect systems and network servers as required, and maintaining and updating all ICT documentation, including network diagrams

Diagnosis and resolution of Software and Hardware faults

Provision of training to customer's staff to enable them to undertake routine tasks "in-house"

To keep abreast of activity within the team and to provide assistance as and when necessary and to provide training and knowledge development for other Support Service staff where appropriate.

To promote the service and show excellent customer care skills;

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

3. Leadership and Management:

4. Change and Improvement:

5. Staff Responsibilities:
Supervising ICT service team members as required
To manage staff appraisals with Service manager
To manage one to ones with the Service manager

6. Financial Responsibilities:
Ordering and arranging Quotes
Invoicing Suppliers
Invoicing Customers

7. Health and Safety Responsibilities:

8. Other Responsibilities:

9.   Promotion of Corporate Values
To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

10.   Flexibility
In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

11.   The Council's Commitment to Equality
To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Role Profile

Service:	**Children's Service**
Location:	**Manorside**
Job Title:	**ICT Hardware Engineer**
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

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1. Purpose of Job:
   Context and Purpose of the Job
   To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To provide technical support to customers on all aspects audio visual (AVA) and ICT used by schools. To provide support to customers on all aspects of ICT used by schools undertake a full range of administrative duties and, undertake any additional duties allocated by the service manager to ensure the smooth and efficient operation of the service. Schools ICT Support Service provides a comprehensive range of information and communications technology (ICT) services to schools, Barnet council and its service areas.
   The team specified above will provide a range of ICT services to customers of the service. as listed on page 5

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2. Key accountabilities:

To provide

Undertake repairs to audio and ICT equipment, making repairs to audio visual equipment AVA /ICT to component level if required. This includes for example: PC monitors, Televisions, Video cameras & recorders, projectors

Undertake site visits to repair equipment and offer technical advice and support where necessary.

Carry out repair, build new or adopt parts where appropriate, for example, when broken or missing parts are unobtainable, Make specialised leads as required by the schools for audio visual use.

To liaise with equipment and service suppliers to solve AVA and ICT problems as required. Where necessary manage interaction with suppliers and check the validity of any fixes or workarounds.

Ensure that all equipment repaired is booked in and records updated using the appropriate procedures. Keep customers appraised of progress and inform customers when equipment is ready for collection.

Liaise with manufacturers for ordering equipment and parts for aspects of the service. Obtain quotes for and order stocks of computer related AVA spares for use by the service.

Diagnose faults on AVA and ICT equipment. Report to customer,, SICTSS and suppliers (if under warranty) as required.

Portable Electrical Appliance Testing for Schools and within the Unit as required Maintain Records following the appropriate procedures, Repair failed PEAT equipment according to the PEAT Job Description

Maintain toolkits and liaise with manufacturers to order equipment. Make specialised tools to carry out repairs as required.

Provision of training to customer to enable them to undertake routine tasks "in-house"

Keep abreast of activity within the team and provide assistance where necessary.

To provide training and knowledge development for other Support Service staff as appropriate. To promote the service and show excellent customer care skills;

To provide training and knowledge development for other Support Service Staff where appropriate

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

3. Leadership and Management:

4. Change and Improvement:

5. **Staff Responsibilities:**

6. Financial Responsibilities:

7. Health and Safety Responsibilities:

8. Other Responsibilities:

9. Promotion of Corporate Values
To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

10. Flexibility
In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

11. The Council's Commitment to Equality
To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Role Profile

Service:	Children's Service
Location:	Manorside
Job Title:	Portable Electrical Appliance Testing (PEAT) Electrical Tester
Grade:	
Post No.:	
Reports to:	Management team

The Future Shape of the Council is Barnet's programme to redesign the council in order to meet increasing local and national challenges and opportunities, implementing any agreed changes.

1. Purpose of Job:
Context and Purpose of the Job
To receive enquiries from customers of Schools ICT support service, and act as an interface between the customer and ICT support team. To test and inspect items of portable electrical equipment in schools and other local authority premises and undertake simple repairs.

2. Key accountabilities:

To provide

To maintain records of work as required by Schools ICT Support Service Manager;

To undertake visual and electrical tests under guidelines issued by such bodies as, for example, Electricity at Work Regulations 1989;

To keep accurate records of such tests and checking spelling and data on appropriate database after completion of testing;

To carry out any other reports requested by the Schools ICT support service Manager;

To carry out simple repairs and maintenance on school equipment as requested by schools and under the agreements currently in place;

To work in a safe manner having regard to the schools working procedures and practices;

To keep to the time allocations agreed for the testing of items in schools

To work with or without supervision in schools

To Co-operate and work with others within a team environment;

To ensure all work is carried out in a safe and proper manner and within the relevant Health and Safety regulations;

To support the Schools ICT Support Service Manager in providing a service that enables school/clients to fulfill their general responsibilities under the Health and Safety at Work Act 1974 and Electricity at Work Regulations 1989;

To keep updated on the IEE regulations with regards to the inspection of equipment and other Health and Safety regulations which apply;

To organize the appliance testing workload by contacting customers and keeping them informed of visits;

To maintain complete documentation of testing and all visits carried out and to ensure customers are given any documentation required;

To promote the service and show excellent customer care skills;

Ensure that all equipment required is maintained and equipment stocks are kept to the correct level;

To attend courses as and when directed by the Schools ICT Support Service Manager to ensure that levels of competency are maintained and new skills learnt;

To inform clients of items of equipment which are found to be dangerous and take appropriate action to ensure that equipment cannot be used until/unless it is repaired;

To provide training and knowledge development for other Support Service Staff where appropriate

Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities.

2. Staff Responsibilities

3. Leadership and Management:

4. Change and Improvement:

5. Staff Responsibilities:

6. Financial Responsibilities:

7. Health and Safety Responsibilities:

8. Other Responsibilities:

9. Promotion of Corporate Values
To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work.

10. Flexibility
In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

11. The Council's Commitment to Equality
To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the work place and in the services the council delivers.

To ensure services provided for young people are accessible to all members of the community and reflect the London Borough of Barnet Equal Opportunities Policy.

Person Specifications for Posts that are changing

ICT Officer

ICT Senior Engineer

ICT Senior Officer

ICT Assistant Manager

Service:	Barnet Schools ICT Support service
Location:	**Manorside Centre**
Job Title:	**ICT Officer**
Grade:	
Post No.:	
Reports to:	Management team

PERSON SPECIFICATION

Post Requirements	Essential/ Desirable	Criteria	Assessed from:
Experience relevant To post	E	Experience across the range of Microsoft OS and Applications	A/I
	D	Designing and implementing ICT systems used by schools ICT support service	A/I
	E	Experience of managing and monitoring of networks and VM ware networks	A/I
	E	Experience of building new client-server systems and its infrastructure maintenance	A/I
	E	Experience of Maintenance and support for Windows Server operating systems and network applications	A/I
	D	Administration and maintenance of Kaseya web based remote management infrastructure	A/I
	E	Network design and implementation	A/I
	E	Experience of routine design and configuration of LANs, and complex and routine Software / Hardware fault resolution	A/I
	D	Designing and implementing ICT systems used by schools including and Analysis and specifications	A/I

	E	Building new client-server systems and its infrastructure maintenance	A/I
	E	Experience of Domains, workgroups and Networking	A/I
	E	Simple routine connection of desktop systems with existing LANs under Simple routine Software / Hardware fault resolution	A/I
	E	Experience of ICT infrastructure including servers and VM ware and networking	A/I
	E	Experience of RM CC3 / CC4 and other Education Applications	A/I
Competencies and Special aptitudes	E	Ability to work as part of a team To ensure the service operates in a professional way	A/I
	E	Strong team players able to show motivation and a be good motivators of other team members	E
	E	Team players with commitment look beyond their own piece of the work and care about the team's overall work	A/I
	E	Ability to communicate effectively with colleagues and customers at all levels and respond to their needs	A/I
	E	a keen interest in ICT in education	A/I
	E	Ability and willingness to work supportively in a one-to-one relationship	A/I
Knowledge relevant to job	E	Domain Administration	A/I
	E	Administrative skills and ability/willingness to set up and maintain high quality office systems procedures and filing systems	A/I
	E	High level of initiative, practicality and commitment with excellent organisational skills and ability to prioritise work	A/I
	D	Microsoft Office skills	A/I
Education	D	HNC / HND Information technology	A
	D	BSC / BA Information technology	A

Training	D	Microsoft Training courses	A
	D	RM Training Courses	A
	D	Network Training	A
Special job requirements	E	Accustomed to manual handling of monitors and other computer hardware	A/I
	E	Valid driving licence	A
	E	Own Transport	A
	E	Ability to work under pressure	A/I
	E	Ability to work without supervision	A/I
Genuine Occupational qualification relevant within the terms of the legislation	D	Microsoft certified or other Professional IT qualification, RM CC3 CC4 Certified	A
Commitment to council's Aims and Values	E	Ability to demonstrate equal opportunities in practice	A/I
	E	Awareness of the how the council's aims and values relate to the job	A/I
	Key: E = Essential D= Desirable		**Key:** A=Application I = Interview T = Test

The information on this form will be the basis on which the applicants will be assessed for short listing purposes.

PERSON	Service:	Barnet Schools ICT Support service
	Location:	Manorside Centre
	Job Title:	ICT Senior engineer
	Grade:	
	Post No.:	
	Reports to:	Management team Management team

SPECIFICATION

Post Requirements	Essential/ Desirable	Criteria	Assessed from:
Experience relevant To post	D	Experience of complex and routine design and configuration of LANs, Highly complex and non-routine Software / Hardware fault resolution	A/I
	D	Designing and implementing ICT systems used by schools ICT support service	A/I
	E	Experience of managing and monitoring of networks and VM ware networks	A/I
	E	Experience of building new client-server systems and its infrastructure maintenance	A/I
	E	Website design and updating	A/I
	E	Network design and implementation	A/I
	E	Experience across the range of Microsoft OS and Applications	A/I
	E	Designing and implementing ICT systems used by schools including and Analysis and specifications	A/I
	E	Building new client-server systems and its infrastructure maintenance	A/I
	E	Experience of Domains, workgroups and Networking	A/I

	D	Experience of ICT infrastructure including servers and VM ware and networking	A/I
	E	Experience of RM CC3 / CC4 and other Education Applications	A/I
Competencies and Special aptitudes	E	Ability to work as part of a team	A/I
		To ensure the service operates in a professional way	
	E	Team players with commitment look beyond their own piece of the work and care about the team's overall work	A/I
	E	Strong team players able to show motivation and a be good motivators of other team members	A/I
	E	Ability to communicate effectively with colleagues and customers at all levels and respond to their needs	A/I
	E	a keen interest in IT	A/I
	E	Ability and willingness to work supportively in a one-to-one relationship	A/I
Knowledge relevant to job	E	Domain Administration	A/I
	E	Administrative skills and ability/willingness to set up and maintain high quality office systems procedures and filing systems	A/I
	E	High level of initiative, practicality and commitment with excellent organisational skills and ability to prioritise work	A/I
	D	Microsoft Office skills	A/I
Education	D	HNC / HND Information technology	A
	D	BSC / BA Information technology	A
Training	D	Microsoft Training courses	A
	D	RM Training Courses	A
	D	Network Training	A
Special job requirements	E	Accustomed to manual handling of monitors and other computer hardware	A/I
	E	Valid driving licence	A

	E	Own Transport	A
	E	Ability to work under pressure	A/I
	E	Ability to work without supervision	A/I
Genuine Occupational qualification relevant within the terms of the legislation	D	Microsoft certified or other Professional IT qualification, RM CC3 CC4 Certified	A
Commitment to council's Aims and Values	E	Ability to demonstrate equal opportunities in practice	A/I
	E	Awareness of the how the council's aims and values relate to the job	A/I
	Key: E = Essential D = Desirable		**Key:** A =Application I = Interview T = Test

The information on this form will be the basis on which the applicants will be assessed for short listing purposes.

Service:	Barnet Schools ICT Support service
Location:	Manorside Centre
Job Title:	ICT Senior Officer
Grade:	
Post No.:	
Reports to:	Management team

PERSON SPECIFICATION

Post Requirements	Essential/ Desirable	Criteria	Assessed from:
Experience relevant To post	D	Experience of Highly complex and non-routine design and configuration of LANs, Highly complex and non-routine Software / Hardware fault resolution	A/I
	D	Experience of Highly complex and non-routine Designing and implementing ICT systems used by schools ICT support service	A/I
	D	Designing and implementing ICT systems used by schools and including system analysis and design specifications	A/I
	D	Experience of highly complex and non-routine systems design and specification	A/I
	D	Experience of website design and updating	A/I
	D	Experience of analysis and specification of highly complex and non-routine client business needs	A/I
	E	Experience across the range of Microsoft OS and Applications	A/I

	E	Experience of VM ware and networking	A/I
	E	Experience of Domains, workgroups and Networking	A/I
	E	Experience of schools ICT support service infrastructure including servers and networking	A/I
	E	Experience of RM CC3 / CC4 and other Education Applications	A/I
Competencies and Special aptitudes	E	Strong team players able to show motivation and a be good motivators of other team members	A/I
	E	Team players with commitment look beyond their own piece of the work and care about the team's overall work	A/I
	E	Ability to communicate effectively with colleagues and customers at all levels and respond to their needs	A/I
	E	Ability to work as part of a team	E
	E	A keen interest in ICT in education	A/I
	E	Ability and willingness to work supportively in a one-to-one relationship	A/I
Knowledge relevant to job	E	Domain Administration	A/I
	E	Administrative skills and ability/willingness to set up and maintain high quality office systems procedures and filing systems	A/I
	E	High level of initiative, practicality and commitment with excellent organisational skills and ability to prioritise work	A/I

	D	Microsoft Office skills	A/I
Education	D	HNC / HND Information technology	A
	D	BSC / BA Information technology	A
Training	D	Microsoft Training courses	A
	D	RM Training Courses	A
	D	Network Training	A
Special job requirements	E	Accustomed to manual handling of monitors and other computer hardware	A/I
	E	Valid driving licence	A
	E	Own Transport	A
	E	Ability to work under pressure	A/I
	E	Ability to work without supervision	A/I
Genuine Occupational qualification relevant within the terms of the legislation	D	Microsoft certified or other Professional IT qualification, CC3 CC4 RM	A
Commitment to council's Aims and Values	E	Ability to demonstrate equal opportunities in practice	A/I
	E	Awareness of the how the council's aims and values relate to the job	A/I
	Key: E = Essential D = Desirable		**Key:** A = Application I = Interview T = Test

The information on this form will be the basis on which the applicants will be assessed for short listing purposes.

Service:	Barnet Schools ICT Support service
Location:	Manorside Centre
Job Title:	ICT Assistant Manager
Grade:	
Post No.:	
Reports to:	Manager

PERSON SPECIFICATION

Post Requirements	Essential/ Desirable	Criteria	Assessed from:
Experience relevant To post	E	Experience across the range of Microsoft OS and Applications	A/I
	D	Experience of designing and implementing ICT systems used by Barnet LB schools ICT support service	A/I
	D	Experience of designing and implementing ICT systems used by schools and Analysis and specifications	A/I
	D	Supervising staff including, one to ones and appraisals	A/I
	E	General Finance duties including Invoicing suppliers and customers	A/I
	E	Building new client-server systems and ICT infrastructure and maintaining systems	A/I
	E	Experience of Domains, workgroups and Networking	A/I
	E	Experience ICT infrastructure including servers and VM ware and networking	A/I
	E	Experience of Undertaking highly complex and non-routine procurements, involving multiple suppliers and tender processes	A/I

	E	Administration and maintenance of Kaseya web based remote management infrastructure	A/I
	E	Experience Maintenance and support for Windows Server operating systems	A/I
	E	Lead on Complex and non- routine commissioning and installation of servers, Decommissioning of redundant equipment	A/I
	E	Experience of RM CC3 / CC4 and other Education Applications	A/I
Competencies and Special aptitudes	E	Ability to work as part of a team To ensure the service operates in a professional way	A/I
	E	Ability to communicate effectively with colleagues and customers at all levels and respond to their needs	A/I
	E	A keen interest in ICT in education	A/I
	E	Team players with commitment look beyond their own piece of the work and care about the team's overall work	A/I
	E	Strong team players able to show motivation and a be good motivators of other team members	E
	E	Ability and willingness to work supportively in a one-to-one relationship	A/I
Knowledge relevant to job	E	Domain Administration	A/I
	E	Administrative skills and ability/willingness to set up and maintain high quality office systems procedures and filing systems	A/I

	E	High level of initiative, practicality and commitment with excellent organisational skills and ability to prioritise work	A/I
	D	Microsoft Office skills	A/I
Education	D	HNC / HND Information technology	A
	D	BSC / BA Information technology	A
Training	D	Microsoft Training courses	A
	D	RM Training Courses	A
	D	Network Training	A
Special job requirements	E	Accustomed to manual handling of monitors and other computer hardware	A/I
	E	Valid driving licence	A
	E	Own Transport	A
	E	Ability to work under pressure	A/I
	E	Ability to work without supervision	A/I
Genuine Occupational qualification relevant within the terms of the legislation	D	Microsoft certified or other Professional IT qualification, RM CC3 CC4 Certified	A
Commitment to council's Aims and Values	E	Ability to demonstrate equal opportunities in practice	A/I
	E	Awareness of the how the council's aims and values relate to the job	A/I
	Key: E = Essential D = Desirable		**Key:** A = Application I = Interview T = Test

The information on this form will be the basis on which the applicants will be assessed for short listing purposes.

Glossary

Nature of Work

Routine – work requiring care and attention, relevant knowledge and skill, which follow established patterns and requires little creativity.

Non-routine - work requiring care and attention, relevant knowledge and skill, but which does not follow established patterns, and requires creativity to determine how to perform it.

Complexity of Work

Simple – involves the application of basic professional skills to solve one or more problems.

Complex – requires good knowledge and well developed skills, and the ability to research and analyse facts, to solve a range of moderately difficult problems

Highly complex – requires considerable knowledge and professional skills, detailed research and analysis and creativity, to find and implement solutions to difficult problems.

Unless specifically stated, the post-holder will be accountable at the appropriate level for his/her Post and at all lower levels