



White paper: Duties for school technicians

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School ICT network infrastructure is as complex, if not more complex, than some businesses, secondary school setups often rival small to medium sized businesses. The management of your ICT provision can be costly, highly skilled professional technical staff demand a high salary – lower skill levels demand a lower salary and training. With training technicians will move on to obtain a higher salary. Schools should have access to a technician for a minimum of one day a week. Many schools are employing technicians using one of the following methods;

- 1 Recruiting dedicated IT technicians
- 2 Broadband Sandwell are able to provide access to technicians for any period from once a term to once a week – see the service level agreement available from the EMU website
- 3 School clusters have recruited technicians and share the cost and time of the technician between five schools, one day per week
- 4 There is occasionally spare capacity in secondary schools who may be willing to “sell” their technician for a day a week

When speaking with schools, especially primary schools, we have found they find it difficult to manage their technician and channel the technicians time effectively in order to achieve best value. This white paper takes a look at a set of tasks your technician should be performing during the day they are at your school. The tasks are also true in a situation where schools have full time technicians.

DAILY/WEEKLY RESPONSIBILITIES

Check Antivirus definition file updates have downloaded on a sample of workstations

DURATION : 30 mins

Broadband Sandwell recommends Norton Antivirus (Corporate Edition) for use on schools network.

The antivirus software provides a central antivirus update service to workstations on the network.

The antivirus software on the servers and a sample of workstations (three or four) needs to be checked weekly to make sure virus definitions are up to date.

Check SIMS Server and Curriculum Server Backup logs

DURATION : 30 mins

Backups are a very important part of the maintenance of your network. As part of the network system, your server will contain a "Tape Drive" which accepts backup tape cartridges. Every night, Monday to Friday, your server will perform an automatic backup of the whole server. The backup can be used to either restore a part or all of the server to a previous state, this can be very useful prior to upgrades or when a user has mistakenly deleted a piece of work. It is recommended you check the backup logs every day to make sure that a successful backup has been completed.

Verify validity of technical queries in log book

DURATION : 1 – 2 hours

At the end of this white paper you will find an example log book which we suggest you use with your teaching staff and technicians. The purpose of the log book is to allow the tracking of problems and issues relating to ICT in your school. There are two parts to the log book, a part to be completed by teaching staff and a part to be completed by technical staff.

The book should be located in the ICT suite (where appropriate) and be made available to all staff in the school. When staff have a query with the computers they are teaching, network system, printers, SIMS etc. they should log the issue in the "Technical Queries Log Book".

You technician should then spend half an hour to an hour checking this book to verify the validity of the technical queries. For example, a teacher may report that a child cannot view the "C" drive of their computer – this may be an intended security restriction on the network. The technician should then liaise with the teacher to establish exactly why they need access to the "C" drive and if there are any alternate solutions.

Attempt to answer queries where possible

DURATION : 2 – 4 hours

If a query proves to be valid and the technician has an understanding of what might be the resolution, they should attempt to the best of their ability to rectify the issue. Where this proves a difficult or complex task requiring further phone support or clarification they should contact the EMU Technical Support service where an experienced technical support agent will endeavor to assist with advice and instruction. When queries are resolved the technician should update the log book with the resolution to their problem detailing any work carried out on the system so EMU technical staff can view a log of changes to settings.

WEEKLY RESPONSIBILITIES

DURATION : half a day to a whole day (15 minutes if using Broadband Sandwell Tools)

Make sure "Microsoft Windows Update" critical updates have installed on all workstations

Windows Update is the online extension of Windows that helps you to keep your computer up-to-date via a website. You can use Windows Update to choose updates for your computer's operating system, software, and hardware. New content is added to the site regularly, so you can always get the most recent updates and fixes to protect your computer and keep it running smoothly. Windows update also includes "critical" updates which are used to prevent hacking of your computers and

virus/worm protection.

It is recommended that you visit the Microsoft Windows Update site regularly to check that updates have been applied to all machines. Broadband Sandwell can provide Microsoft Software Update Services Server as part of Broadband Sandwell Tools which will provide centralized download and installation of Windows updates. If your school is running this service you will only need to approve updates for distribution in the Broadband Sandwell Network Administration Centre (see Operational Manual for Windows Active Directory Based networks).

Check Antivirus definition file updates have downloaded on ALL workstations

DURATION : half a day to a whole day

Broadband Sandwell recommend Norton Antivirus (Corporate Edition) for use on schools network. The antivirus software provides a central antivirus update service to workstations on the network. The antivirus software on the servers and ALL workstations needs to be checked weekly to make sure virus definitions are up to date.

Install software titles as required by teaching staff and approved by the ICT coordinator

DURATION : undefined

If software is provided for sale by Broadband Sandwell, and the school requests when ordering, Broadband Sandwell can supply a packaged version of your software ready to install on your network. Where software does not come prepackaged, it should be the responsibility of the technician to install the software onto the network system using the appropriate tools (for example, the Network Administration Centre provided by Broadband Sandwell).

Where difficulties arise, the technician should contact Broadband Sandwell for phone support.

MONTHLY RESPONSIBILITIES

Keep software licensing accountability database up to date

Broadband Sandwell has various tools available for use by technicians in school. One such application is the License Asset Manager. This software product enables the school technician to keep a track of software licenses purchased and match this list against software actually installed on computers. It should be the technicians monthly responsibility to keep this database up to date by recording any new license documentation received in the database or informing the database when software has been installed.

Check whether "Microsoft Windows Update" has downloaded and installed Non Critical Updates

In addition to the weekly check for Microsoft Windows Update CRITICAL updates, the technician should also undertake a check once a month for non-critical updates such as drivers, patches and new software versions.

GENERAL RESPONSIBILITIES

Advise, in conjunction with Broadband sandwell, on specifications when procuring

small value ICT hardware, software and peripherals. (Projects under £5,000)

Technicians should assist the ICT coordinator, office administrator and head teacher in the procurement of small value purchases such as individual new workstations, or printers. This should be done in conjunction with Broadband Sandwell, for example, a phone call should be made to one of the technical support staff regarding the intended purchase.

Arrange consultations with Broadband sandwell when procuring large value ICT hardware, software and peripherals (Projects over £5,000)

Technicians should arrange in conjunction with the ICT coordinator, a consultation from a member of the Broadband Sandwell Technical Support Services team when procuring a large volume of IT equipment. Such equipment may include new servers or a new IT suite.

Depending on the complexity or size of the procurement Broadband sandwell may undertake the role of Project Management for the procurement so as not to miss essential considerations which may effect the smooth installation of your new hardware.

Broadband Sandwell

Technical Queries Log Book

Teaching Staff : Log technical queries here to be addressed by your computer technician

Technical Staff : Complete the fields overleaf detailing work you have carried out on the system

together with the resolution. You should also include call reference numbers if a call has been logged with Broadband Sandwell.

To be completed by Teaching Staff				To be completed by Technical	
Date	Staff Initials	Computer Name/Location	Query	Action Taken	Resolution
To be completed by Teaching Staff				To be completed by Technical	
Date	Staff Initials	Computer Name/Location	Query	Action Taken	Resolution

To be completed by Teaching Staff				To be completed by Technical	
Date	Staff Initials	Computer Name/Location	Query	Action Taken	Resolution

To be completed by Teaching Staff			To be completed by Technical		
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