

Job Description

Job Title:	ICT Technician
Grade:	SET Grade 4
Scale point :	13 -16
Conditions of Service:	Support Staff Contract of Employment
Responsible to:	Headteacher/Nominated Senior Leadership Team

Job Purpose

To work under the direction and instruction of senior staff to support the school's computer systems, applications and associated software.

Support to ICT Systems and Procedures

In order to support desktop and application support:

- Connect, set up and check PC's and peripherals for normal operation
- Maintain, upgrade and repair a wide range of PC's and peripherals
- Install complete applications
- Install and configure a range of portable technologies for laptops, tablets and smartphones
- Provide system administration support to a range of systems, for example Moodle, I am Learning, Lexia, ARTi, Show My Homework

In order to support Server and Network Support

- Perform administration tasks using server platforms.
- Creation of new user accounts, archiving of old accounts.
- Set security permissions for both accounts and folder access under the direction of the ICT Network Manager.
- Investigation of network infrastructure faults
- Undertake configuration changes to network switches and access points.
- To assist in new application releases and enhancements for bespoke and packaged systems and maintain contact with appropriate suppliers.
- Support staff and pupils in the use of school UCT resources through direct interaction and by producing simple help sheets.

Support to Health and Safety

- Carry out basic safety checks
- Support and management of the school's ICT service and relevant equipment
- Using appropriate knowledge and procedures maintain detailed information and logs to inform diagnostics and resolution.
- Maintain logs, records of old, and new ICT hardware.

Support to Resources

- Assist with the monitoring and management of stock (software and hardware) cataloguing resources and undertaking audits as required.
- Maintenance of specialist equipment, check for quality safety, undertake specialist repairs/modifications within own capabilities.
- Assist in the estimation of costing the implementation of new development or enhancements.
- Provide progress, issue and update reports to the senior leadership team
- Maintain an awareness of, and be conversant with, all relevant legislation, technological developments and techniques.
- Complete routine maintenance procedures
- Recommend purchase of consumables in order that stocks are available for school teaching and learning.
- Set up and display equipment for use in presentations
- Assist in the maintenance of the school website

Support to School

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise.

Notwithstanding the duties contained within this job description, the jobholder will be required to perform any other duties/tasks within the remit of this job grade and accountability.

PERSON SPECIFICATION

ICT Technician – Grade 4

Qualifications/Training

- 5 recognised qualifications (Grades A to C or 9 to 4) which include English and Mathematics or relevant Level 2 recognised ICT qualification or suitable experience (typically 3 years working in a similar role/background).

Experience

- Experience of installing common operating systems, e.g. Windows packages
- Familiarity with the basic concepts of word processing, databases, spreadsheets, searching emails etc.
- Familiar with a range of computer platforms/software
- Experience of maintaining ICT systems
- Experience of producing written guidelines for software

Knowledge/Skills

- Good literacy and numeracy skills
- Excellent communication skills to deal with colleagues, pupils and third parties
- Able to meet deadlines and prioritise appropriately
- Understanding of LAN, WAN, Internet topologies and protocols.
- Understand the technical background in desktop computers and peripherals.
- Broad understanding of hardware and software and operating systems.

Behavioural Attributes

- Able to work calmly under pressure and have a flexible approach to demand
- Ability to form good working relationships within the school with teaching and support staff