

Job Description

Job Title:	ICT Technician
Location:	Unsworth Academy
Grade:	Grade 5
Salary:	£19171- £20344
Conditions of Service:	Support Staff Contract of Employment
Responsible to:	Network Manager

Main Purpose

- Troubleshoot software and hardware faults
- To provide adequate training and support documentation for all systems
- Install software and hardware

Main Duties

- To undertake the implementation and maintenance of the school's computer systems, to comply with users' requirements and changes in legislation.
- To ensure the inclusion of controls and procedures to maintain the security, privacy, reliability and confidentiality of data in all systems.
- To undertake error corrections, new application releases and enhancements for bespoke and packaged systems and maintain contact with appropriate suppliers.
- 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.
- To assist in the estimation of costing the implementation of new development projects or enhancements.
- To prepare progress reports and other relevant information to supervisor.
- To maintain awareness, knowledge and be conversant with all relevant legislation, technological developments and techniques.
- To assist with pupil and staff ICT needs as appropriate during the school day.

Support to School

- 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.
- Planning and prioritising workload

Professional Accountabilities

- Participate in training, other learning activities and performance development as required.
- Recognise own strengths and areas of expertise.

Safeguarding

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.

People Management

- To comply and engage with people management policies and processes
- Establish constructive relationships and communicate with other staff, agencies and professionals.
- Attend and participate in regular meetings.

Equalities

- Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

- Delivering energy conservation practices in line with the Trust's corporate climate change strategy.

Health and Safety

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Trust's Health and Safety policy

Notwithstanding the duties in this job description; undertake any other duties and tasks within the scope and remit of this post to ensure the effective delivery and development of the service.

Person Specification

ICT Technician Grade 5

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • NVQ Level 2 for practitioners or equivalent qualification or experience in relevant discipline • Good numeracy and literacy skills (GCSE Maths) 	
Experience / Skills	<ul style="list-style-type: none"> • Experience of working in an ICT environment 	<ul style="list-style-type: none"> • Working in local authority/education environment
Knowledge	<ul style="list-style-type: none"> • Good understanding and ability to use relevant technology. • Ability to work constructively as part of a team. • Good communication skills • Ability to relate well to children and adults • A good, working knowledge of current computer operating systems • Good organisation, planning and prioritisation skills • Methodical with good attention to detail. 	
Personal Attributes	<ul style="list-style-type: none"> • Customer focused. • Has a professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and 	

	<p>blocks to providing an effective service.</p> <ul style="list-style-type: none"> • Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being, enthusiastic and decisive. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	
<p>Safeguarding</p>	<ul style="list-style-type: none"> • Enhanced DBS clearance • Motivation to work in an environment with children and young people & vulnerable adults. • Ability to form personal boundaries in an environment with young people and vulnerable adults. 	