Job Description

Job Title: ICT Technician

Reporting to: Network Manager

Grade: 5

Overall purpose of the post

To support the provision of high quality and professional ICT support service to all staff and students within the Academy as and when required.

Main duties and responsibilities

- Manage own workload through the allocation of calls via the helpdesk;
- Providing first line ICT support to staff and students;
- Assist with the maintenance of all ICT rooms and equipment;
- Assist with general technical support for the ICT department;
- Assist with the evaluation of new and existing software;
- Attend and contribute to ICT related meetings;
- Assist in the development of recording systems for ICT usage throughout the department;
- Assist in keeping the ICT software/hardware inventories up to date;
- Assist in providing technical support for staff presentations;
- Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken;
- Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation;
- Install and configure software under the direction of the network manager.

Additional Responsibilities

- Deal with any immediate problems or emergencies according to the academy's policies and procedures;
- Respect confidential issues linked to home/students/teacher/academy work following the Trust's Data Protection and Freedom of Information Policy;
- Fire Marshall duties in the case of fire and/or emergency evacuation where applicable;
- To comply with the academy's Child Safeguarding Procedures, including regular liaison with the academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;

➢ To comply with the academy policies and procedures at all times;

➢ Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Personal Contacts

External: Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

Internal: Students, staff, Board and Academy Council members, parents and any other visitors to the academy.