



Location: South Nottinghamshire Academy, Glebe Lane, Cropwell Road, Radcliffe On Trent, NG12 2FQ

Salary: National Apprenticeship Wage

Hours of work: 37 hours per week, all year round, fixed term contract for 24 months

Responsible to: ICT Central Network Manager

Post objective: To provide ICT support to staff and students in their use of ICT resources across the Academy.

Main Duties and Responsibilities:

IT Resource Provision

To take responsibility for the successful delivery of hardware-related tasks:

- Helping staff to set up ICT equipment including laptops and projectors, amplifiers and interactive whiteboards
- Maintenance tasks, e.g. upgrading and maintaining staff laptops, desktops, cleaning equipment, replacing toner and drum cartridges in printers
- Routine tasks, e.g. filling printers with paper, monitoring equipment loan system, daily setup of ICT rooms
- Fault-finding operations, e.g. resolving hardware faults, clearing printer jams, liaise with external support agencies as required, e.g. RM, Capita, HP, Dell, Tasc Software and Cunninghams to resolve faults speedily
- Installation and setup of new equipment e.g. laptops, desktops, projectors, digital cameras, scanners, printers, video editing equipment
- Support staff and students in use of ICT resources e.g. laptops, projectors, digital cameras, camcorders and biometric systems
- Support staff and students with the virtual server environments and online systems including O365

To take responsibility for the successful delivery of software-related tasks:

- Installation, configuration of new/upgraded software
- Produce user guides and offer training and ad-hoc instruction to staff users
- On-going software monitoring and maintenance e.g. internal internet filtering software

ICT Support:

- To maintain a logging system for support requests from staff/pupils
- To ensure support calls with external support companies for both hardware and software issues are logged, and resolving issues with external support engineers
- To ensure technical assistance is provided at extra-curricular events
- Manage printing resources across the Academy
- Create new user accounts and assign appropriate permissions
- Assign staff and pupil passwords
- Provide support to the Academy in its use of media, from recording classes and events
- Maintain inventories, asset and security mark ICT equipment
- Support evening events at the Academy
- Ensure all desktops, laptops, visualisers and projectors are working and well maintained
- Carry out daily audit checks on equipment ensuring whole school is completed weekly

General:

- Attendance at staff meetings and INSET activities where relevant
- To uphold and actively support the Academy's policies and procedures
 - Undertake any other duties which might be reasonably be regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms
- To take part in the tutoring system
- To support the academy with changeover lesson duties
- Take part in CPD to further enhance your own expertise
- Take part and lead in ICT support sessions and create user guides for staff