



TORQUAY ACADEMY

JOB DESCRIPTION

Name	
Job Title	ICT Engineer
Department	ICT
Responsible to	ICT Manager
Salary Scale	Points 7-11
Job Evaluation	LG Pay scale
Contract Hours	37 (8.00am to 4.00pm Mon-Thurs, 8.00am – 3.30pm (Fri) with flexibility during examinations/events)

OVERALL RESPONSIBILITY

- To provide ICT support within the school; be responsible for maintaining a network of end-user devices (laptops, computers, chromebooks and some BYODs), including assigning and managing user accounts, installing operating systems, installing and uninstalling software and hardware.
- Assist teachers in the delivery of teaching and learning; including setting up presentation equipment for assemblies, events in school and in classrooms, and to support with examinations throughout the academic year.
- To uphold the mission and values of Torquay Academy.

KEY DUTIES

To operate and install all hardware and software required by end users across the school, ensuring a high level of information governance compliance, and compliance with any relevant school policy and procedures.

The following elements are key to the delivery of this role but the list is not exhaustive:

- Assisting with the operation of all networking connections and active components: network cards, data outlets, patch leads, hubs, switches, and routers.
- Manage basic network user maintenance, allocating resources to users and maintaining user, public and shared folders and desktops.
- Assist in maintaining the Google environment.
- Assist in managing and monitoring internet filtering.
- Assist in managing and monitoring the school CCTV.
- To offer IT support to ensure the smooth running of the administrative dimension of the school, such as digital signage on TV screens and other equipment.
- Assist in looking after multimedia/visual equipment e.g., interactive panels, projectors, etc.
- Raise requisitions for ICT equipment as required for approval by the ICT manager, and ensure all goods are checked for damage and audited through the inventory system.

- Configure items of equipment. Unpack and install ICT equipment such as new computers and peripherals, and enter all new equipment into an inventory system.
- Install and test software for use across a network.
- Manage email accounts.
- Regularly check classroom laptops for damage and repair as necessary.
- Check virus protection and guard against data or system corruption.
- Check and refill printer toner and cartridges. Carry out periodic printer maintenance.
- Manage PaperCut print release for staff and pupils.
- Check, and if necessary, adjust, monitor settings and support staff with any DSE assessment actions agreed.
- Set up exam equipment for students with arrangements before examinations begin throughout the academic year.
- Support the Examinations Officer to ensure compliance with the regulations of examinations with respect to the use of digital devices.
- Customise stand-alone desktops and software configuration. Install new software onto desktops.
- Maintain the IT Support desk log, responding to and solving problems relating to software/hardware including internet/intranet access.
- Maintain stocks of consumables and maintain appropriate records.
- Arrange servicing of equipment.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment.
- Ensure equipment is security marked and the inventory list is up to date, including notifying the Finance Director of any disposals on the inventory list and producing a routine report of the inventory.
- Support the induction of new staff members to ensure appropriate ICT set up and access to key software.
- Support students with the use of computer software and hardware.
- Assist the ICT Manager in the development of the Academy's ICT systems.
- Undertake other duties as may be required from time to time commensurate with the level of the post.
- Comply with all decisions, policies and standing orders of the school and Trust; comply with any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- Undertake key refresher training on information governance, information safety, and cyber security in line with national guidance on IT for schools.
- To work collaboratively with ICT Manager, staff and students to ensure the efficient and effective delivery of ICT in the Academy, covering for the ICT Manager in their absence.
- To carry out any additional duties as required by line manager in furtherance of the ICT of the Academy.

RELATIONSHIPS AND SUPPORT FOR THE SCHOOL

- Understand and comply with school policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting concerns to an appropriate person as necessary.

- Be aware of and support difference, including any requirements of staff and pupils for accessibility.
- Supporting the school to ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall mission and priority objectives of the school and to uphold the school's values.
- Establish constructive relationships and communicate with other agencies, staff and pupils.
- Recognize own strengths and areas of specialist expertise and use these to lead, advise and support others.
- Regular contact with network providers to resolve technical problems.
- Daily contact with members of staff and pupils to give advice and/or guidance on the operation of ICT equipment and software.

PERSON SPECIFICATION

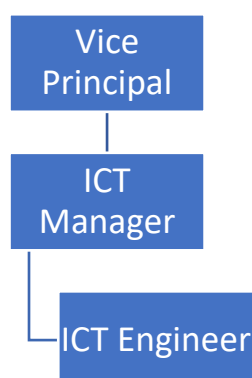
Role Specification	Essential	Desirable
Qualifications <ul style="list-style-type: none"> ◦ 5 GCSEs with a minimum of Grade C/5 or above in English and Mathematics, or equivalent qualifications 	✓	
Knowledge <ul style="list-style-type: none"> ◦ Understand the key ICT duties of a Multi Academy Trust ◦ ICT experience, including problem solving across a range of technical issues ◦ Software and Hardware knowledge ◦ Knowledge of schools ICT Security e-policy ◦ Knowledge of Government digital and technology standards in schools ◦ Google Platform knowledge and experience ◦ Knowledge of appropriate use of CCTV systems ◦ Knowledge of the role of ICT in examination procedures and restrictions 	✓ ✓	✓ ✓ ✓ ✓ ✓ ✓
Experience <ul style="list-style-type: none"> ◦ Experience in a similar role and working with children ◦ Experience of application and use of a wide range of software and platforms ◦ Experience of maintaining digital technology inventories and registers/asset management ◦ Previous Experience of working in the Education or Public sector ◦ Experience of dealing with ICT contractors ◦ Excellent communication skills – the ability to communicate technical knowledge to solve problems and determine priorities ◦ Experience of fitting and installing audio/visual systems 	✓ ✓	✓ ✓ ✓
Working Arrangements <ul style="list-style-type: none"> ◦ The ability to adapt to both varying tasks and those of a routine nature. 	✓	

<ul style="list-style-type: none"> ◦ The ability to give advice and support to staff, pupils and other users of software and hardware ◦ Ability to work to deadlines and demonstrate adaptability and accuracy 	✓ ✓	
Corporate Responsibilities <ul style="list-style-type: none"> ◦ Willingness to undertake further training as required (e.g. software used by the school finance system) and undertake key mandatory training. ◦ May be required to support teaching and learning of ICT in school ◦ Customer focused, deals with queries and requests in a professional manner ◦ Drive and self-motivation – “can do” attitude. 	✓ ✓ ✓ ✓	
Personal Qualities <ul style="list-style-type: none"> ◦ Good time management skills ◦ Strong team player with good ability to work independently ◦ Resolve routine and some more complex technical problems 	✓ ✓ ✓	
Health and Safety <ul style="list-style-type: none"> ◦ Be aware of your responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions. ◦ Work within the Server Room, which is loud and air conditioned. ◦ Frequent use of ICT equipment (plus regular lifting etc.); also work in restricted areas and some need to work at heights on ladders 	✓ ✓ ✓	

CONTINUING PROFESSIONAL DEVELOPMENT

- In conjunction with the line manager, take responsibility for personal professional development, keeping up-to-date with research and developments related to information technology and national guidelines for this within schools.
- Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.

STRUCTURE



This document outlines the duties required to indicate the level of responsibility. It is not a comprehensive or exclusive list, and duties may be varied from time to time which do not change the general character of the job or the level of responsibility entailed.

Signed Employer:

Print Name:

Date:

Signed Employee:

Print Name:

Date: