St George's Academy

"Aiming high to achieve excellence for all"

**ICT Support Technician
Job Description**

Salary:	NJC Scale 3, pts 5 to 6
Hours:	Full time, 37 hours per week (Part time Considered)
Contract type:	52 weeks per year
Responsible to:	ICT Services Director or other designated person

PURPOSE OF JOB

- To provide support for all the ICT Systems that enable an effective teaching and learning environment so that all students achieve their potential.
- To provide technical assistance to staff and students, answering questions and resolving ICT problems in person, via telephone, email or via remote access.
- To install, configure, repair and maintain the Academies hardware and software. Assisting to maintain an inventory of IT assets, support manuals and help sheets.
- To adhere to all data protection, child protection, and health & safety legislation, ensuring the information regarding the Academy remains secure and dealt with in the strictest confidentiality.

MAIN RESPONSIBILITIES, TASKS AND DUTIES

All responsibilities, tasks and duties to be carried out in line with Academy guidelines and policies.

- General problem solving & technical support to staff & students
- Installation, configuration, repair & upgrading of ICT equipment (hardware & software)
- Ensure correct level of security is in place to ensure data and users are safe
- Setting up equipment for ICT bookings (including projection & audio equipment)
- Creating new user accounts and maintaining the Active Directory
- Update asset management registers, support manuals and creation of user guides
- Providing assistance in the general running of the Innovation Centre

GENERAL

- To be responsible for personal continued professional development and take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- To adhere to Health and Safety Regulations
- To keep confidential any issues related to St George's Academy which are deemed confidential
- To participate in appropriate meetings
- To contribute to the development, implementation and evaluation of the school's policies, practices and procedures, so as to support the school's values and vision
- To make a positive contribution to the wider life and ethos of the school
- To uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- To have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality
- To support equal opportunities and promote anti-discriminatory practice

It is important to recognise that any job description outlines only the minimum expectations of the post-holder and should not constrain any colleague wishing to take on additional responsibilities and

activities that could positively affect their own, their team's or the school's development and improvement. All members of staff must be prepared to work flexibly, undertaking aspects of colleagues' work of a similar or lower level of complexity, in order to ensure:

- Cover of the school's needs throughout the day
- Appropriate cover for colleagues when absent for any reason

All Academy staff have a responsibility to safeguard and promote the welfare of children and young people within the Academy. This includes helping to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy

All Academy Staff are expected to make themselves familiar of the Academy Policies and Procures and to adhere to these. These can all be found on the Academy X drive.

This job description may be amended from time to time in discussion with the post holder.

Job Description Agreement

Employee Name:	
Job Title:	
I declare that I have read and understood the Job Description and Person Specification for the role and have sought clarification of any points where required.	
Signature:	
Date:	

PERSON SPECIFICATION

ICT Support Technician

	ESSENTIAL	DESIRABLE	ASCERTAINED BY
1. EXPERIENCE	▪ Evidence of ICT technical skills. ▪ The ability to deal with pupils, staff, parents and members of the public positively and respect confidentiality.	▪ Experience of using a virtual driving simulator, TV, radio and / or photography studio.	Interview and application form
2. KNOWLEDGE	▪ Ability to support staff and pupils in their use of Microsoft OS and Office products. ▪ Knowledge of ICT repairs and upgrades (hardware and software) ▪ Ability to complete successful software installations. ▪ Setup and configure workstations for staff and pupils.	▪ Knowledge of maintaining user and computer accounts within the Active Directory ▪ Knowledge and experience of basic networking including LAN, WiFi and Telephony. ▪ Knowledge of supporting Apple, Linux, Chrome and or Android. ▪ Knowledge and experience of website design or coding.	Interview and application form
3. SKILLS AND APTITUDES	• Analytical thinking and a logical approach to problem solving. • Ability to prioritise tasks. • Very good organisational skills. • Ability to communicate clearly both verbally and in writing. • Show an interest in improving the standards and service provided by the school.	• Experience of working in an Educational setting.	Interview and application form
4. QUALIFICATIONS AND TRAINING	▪ Prior experience of repairing, upgrade and maintaining a computer ▪ Prior experience of supporting a localised network.	• NVQ or equivalent qualification or experience in relevant discipline. • Prior experience of supporting a Server based network environment.	Application form
5. ATTITUDE AND MOTIVATION	▪ Good interpersonal skills with the ability to relate to all levels of staff within the School. ▪ A friendly welcoming service for staff and pupils with quick response times. ▪ An excellent telephone manner. ▪ Willingness to be flexible. ▪ Willingness to undertake training and become conversant with all school IT systems. ▪ An ability to work within a team environment and be supportive of the overall team effort. ▪ Self-motivation, ability to prioritise work and the ability to work independently. A 'can do' approach.		Interview and application form