Inspiring Futures Through Learning– Role Profile

Role Title: **ICT Support L3**

Accountable to: **Head of IT**

JE Ref: **JE0772**

Grade: **F**

Purpose of job

To develop and implement the school's ICT strategy and service provision including managing all aspects of ICT technical support in the school,
To manage the work of staff providing ICT support to staff and pupils

Key Objectives

1	Implement school policies and procedures developed by the IFTL Trust for the use of ICT within the school environment.
2	Maintain schools ICT software and hardware and liaise with the Head of IT on the specifications of new software / hardware as appropriate.
3	Manage the work of staff providing technical support to staff and pupils and allocate jobs as appropriate.
4	Install software / hardware as requested by the Head of IT and maintain a record of all installations carried out.
5	Create and manage all network user accounts, ensuring correct access rights and audit as required
6	Liaise with the Head of IT for ordering, procurement, storage and maintenance of large and/or valuable ICT equipment within a departmental budget.
7	Carry out audits of pupil and staff internet usage, add filters where necessary and report as appropriate in line with school policy
8	Provide advice and guidance on some complex ICT issues, such as software compatibility and negotiate with suppliers.
9	Comply with all policies and procedures with a particular focus on child protection, health and safety, security, confidentiality and data protection, equal opportunities, reporting all concerns to an appropriate person

Scope
- Advise the Head of IT on the likely compatibility of new software / hardware
- Responsible for the maintenance of significant information systems.
- Identify school staff training issues and deliver appropriate training.
- Maintain an inventory of hardware/software.
- If required manage the ICT Network for a cluster of schools
- Work normally in an office, IT suite and occasionally in a classroom environment
- Assist with the deployment of a 1:1 device program across the schools within the Trust

- Provide IT support for the schools as required, contribute to the effective performance and service provision of ICT services to minimise disruption

Work Profile

- Regularly makes decisions on staff and pupil ICT needs, software and hardware requirements and whole school ICT policy. Decisions have a significant direct impact on service provision.
- Maintain a comprehensive database of all support requests
- Identify school staff training issues and deliver appropriate training
- Ensure data stored on the system is current and out of date data archived
- Analyse and interpret data, such as usage trends; develops specifications for software and hardware; develop ICT policies and strategies
- To adhere to school local and national authority's guidelines and exercise professional discretion at all times.
- 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.
- Attend relevant meetings
- To maintain confidentiality
- Participate in training and performance development as required including annual and refresher Safeguarding Training

Generic Responsibilities of all Staff

- To have excellent communication skills with pupils and staff, adept at understanding others, a good listener able to take in information from users who won't always know the correct terminology.
- To exemplify and uphold the Trust's vision, values and ethos at all times
- To follow all Trust policies
- Sharp problem-solving skills, able to draw on their knowledge/experience to discover and fix the source of the problem quickly and efficiently.
- The ability to work within a team
- The ability to thrive under pressure, remain clear-headed, rational and the tenacity to keep working to find solutions even when the challenge seems too great. Remaining involved until the problem is resolved.
- Time management is key to be able to prioritise your workload, be adaptable, able to respond promptly, therefore enabling the smooth running of the school.
- To work in a co-operative and polite manner with all stakeholders.
- To follow the child protection procedures. To ensure that children's safety and wellbeing   is never compromised
- To seek to improve the quality of the Trust's service.
- To present oneself in a professional way that is consistent with the values and expectations of the Trust.

Review of Performance

Performance Management reviews will focus on the post holders' responsibilities. There is recognition that however good we are at our jobs; we should embrace the notion of 'continuous improvement'

Schools benefit from a flexible approach to working arrangements – because of this, the tasks and responsibilities listed here are not definitive. Head Teachers may require particular additional duties to be undertaken to suit the specific school's requirements and these may be incorporated in the role requirements as long as they are at a similar and appropriate level to the other listed duties.

Other information

Inspiring Futures Through Learning is committed to safeguarding and promoting the welfare of children. All employees are expected to share this commitment, to follow the Trust's safeguarding policies and procedures and to behave appropriately towards children at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.

Person Specification

Skills and Knowledge		Level			Assess by;
Attainable	*Successful applicants will be expected to obtain the denoted qualifications or experience within an agreed period of time*		*A*		*A* Application *I* Interview *T* Testing *R* Reference
Desirable	*Applications will be preferred from candidates with the denoted qualifications or experience*		*D*		
Essential	*Applicants without the denoted qualifications or experience will not be considered for this role*	*E*			
Qualifications	In-depth technical knowledge of IT systems. NVQ3/4 level IT or related discipline or equivalent	X			A
Skills / Experience	Significant experience in hardware/software procurement, commissioning, maintenance etc.	X			A
	Working with IT in an educational environment		X		A
Competencies		Level			Assess by;
Awareness	*Demonstrable aptitude and ability to develop in the particular work area*		*A*		*A* Application *I* Interview *T* Testing *R* Reference
Significant	*Clear competence in the work element sufficient for all role requirements*		*S*		
Extensive	*Sufficient expertise in the work element to lead and mentor others, and influence policy and practice*	*E*			
Planning and organising work	Awareness and adaptability in relation to long term school aims for the use of ICT		X		I,R
Planning capacity and resources	Responsibility for resource planning in relation to user numbers and profiles, changing application demands, security etc.		X		I
Influencing and interpersonal skills	Negotiating with suppliers		X		I
	Leading on appropriate use and development of ICT throughout the school		X		I
Using initiative	Developing creative and cost-effective solutions to ICT problems. Assessing best-practice from external sources.		X		I
Working independently	School's expert in ICT. Offer authoritative advice in ICT related decision making		X		I,R
Managing people	Managing other ICT and related staff		X		I
Managing resources	Responsibility for system security and maintenance		X		I
	Procurement and installation of hardware		X		I
Managing risk	Awareness of and adherence to school health and safety, IT security, child protection policy and procedures		X		I
Managing oneself	Awareness of opportunities for self-development		X		I