



HECKMONDWIKE GRAMMAR SCHOOL JOB DESCRIPTION

TITLE:	Information & Communications Technology (ICT) Technician
RESPONSIBLE TO:	Network Manager
HOURS OF WORK:	8.00am to 4.30pm Monday to Thursday, 8.00am to 4.00pm on a Friday 37 hours per week, full time. All year round.
SALARY:	SCP 7-11 (£20,092- £21,748)

GENERAL DESCRIPTION

To provide an efficient, technical support service for the School's Information Technology and curriculum activities, including deployment and support of IT mobile resources as and when required.

RESPONSIBILITIES

Technical IT Support

- Set up workstations with computers and necessary peripheral devices (routers, printers etc.).
- Monitor the status and progress using the provided incident logging system for assigned incidents and workflow tasks. Ensure that tickets are resolved in a timely manner or escalated to 2nd/3rd line when appropriate.
- To work with Senior Leaders to organise and facilitate parents evenings and other events through MIS and other school systems.
- Day to day maintenance of the infrastructure of the schools hosted website. Ensuring it adheres to OFSTED & GDPR standards whilst maintaining a contemporary look to the website, possibly leading to a full redesign over time.
- Provide routine maintenance to computer hardware to ensure functionality.
- Install and configure appropriate software and functions according to specifications.
- Develop and maintain local networks in ways that optimize performance.



- Ensure security and privacy of networks and computer systems.
- Provide orientation and guidance to users on how to operate new software and computer equipment.
- Organise and schedule upgrades and maintenance without deterring others from completing their work.
- Managing our Asset Database system.
- Perform troubleshooting to diagnose and resolve problems (repair or replace parts, debugging etc.).
- Maintain records/logs of repairs and fixes and maintenance schedule.
- Identify computer or network equipment requirements and prepare orders.
- Help to facilitate our E-Sports clubs.
- Provide technical assistance to our performing arts department.
- Maintain and update network documentation.

General

To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the line manager or the Senior Management from time to time, in consultation with the postholder.

As part of your wider duties and responsibilities you are required to promote and actively support the schools' responsibilities towards safeguarding and report any concerns. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It is not just about the very old and the very young, it is about everyone who may be vulnerable.

The school is committed to safeguarding and promoting the welfare of young people and expects all staff to share this commitment