

## JOB DESCRIPTION

<b>Job Title:</b>	<b>ICT Technician</b>
<b>Grade:</b>	<b>6</b>
<b>Salary:</b>	<b>SCP 20– SCP 24</b>
<b>Conditions of Service:</b>	<b>Support Staff Contract of Employment</b>
<b>Responsible to:</b>	<b>Principal</b>

### **Statement of Purpose**

To work under the direction and instruction of senior staff to support the school's computer systems, applications and associated software

### **Support for the Classroom**

- To provide adequate training and quality documentation for all systems.
- Troubleshoot software and hardware faults.
- Install software and hardware.
- To deal with queries raised for repair/ rectification in line with the reporting requirements
- Help to promote and ensure the Health and Safety and good behaviour of pupils when required.

### **Support to the Pupils**

- To support teaching staff in the general running of the ICT rooms to ensure lessons are efficiently and effectively serviced.
- Assist with the support of partnership schools.
- Provide pupil user support in relation to IT systems in conjunction with teaching staff.

### **Support for Audio-visual (AV) Systems**

- To manage and maintain the schools AV systems including the booking –out system.
- Advise on the provision and use of AV equipment.

### **Support for Resources**

- To undertake the implementation and maintenance of the school's computer systems to comply with users' requirements and changes in legislation.

- To ensure the inclusion of controls and procedures to maintain the security, privacy, reliability and confidentiality of data in all systems.
- To undertake error corrections, new application releases and enhancements for bespoke and packaged systems and maintain contact with appropriate suppliers.
- Assist with the monitoring and management of stock (software and hardware) cataloguing resources and undertaking audits as required.
- Maintenance of specialist equipment, check for quality safety, undertake specialist repairs/modifications within own capabilities.
- To assist in the estimation of costing the implementation of new development or enhancements.
- To prepare progress reports and other relevant information to supervisor.
- To keep abreast of, and conversant with, all relevant legislation, technological developments and techniques.

**Support to School** (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- 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.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Assist with pupil needs as appropriate during the school day.

**Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***

### Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP/I/ASS
	<b>Experience</b> <ul style="list-style-type: none"> <li>• Some Experience of working in an ICT environment.</li> </ul>	APP/I
	<b>Qualifications/Training</b> <ul style="list-style-type: none"> <li>• Good numeracy and literacy skills.</li> <li>• NVQ level 3 for IT Practitioners or equivalent qualification or experience in a relevant discipline. (AVCE, BTEC National, Certificate/Diploma, Vocational A-Levels. An ONC (Ordinary National Certificate) and OND (Ordinary National Diploma) are both broadly comparable to a Level 3 qualification</li> </ul>	APP/I
	<b>Knowledge/Skills</b> <ul style="list-style-type: none"> <li>• Good standard of practical knowledge.</li> <li>• Good understanding and ability to use relevant equipment/technology.</li> <li>• Ability to work constructively as part of a team.</li> <li>• Ability to relate well to children and to adults.</li> <li>• A commitment to own personal development.</li> <li>• An excellent standard of practical knowledge.</li> <li>• A working knowledge of relevant equipment.</li> <li>• Full working knowledge of relevant policies/codes of practice.</li> <li>• An understanding of curriculum development, planning, evaluation and implementation.</li> <li>• In depth understanding of specific area of learning e.g. science.</li> <li>• Understand the principles of child development and learning processes.</li> <li>• A good, working knowledge of current computer operating systems.</li> <li>• Good organising, planning and prioritising skills.</li> <li>• Methodical with a good attention to detail.</li> </ul>	APP/I

	<p><b>Behavioural Attributes •</b> Customer focused.</p> <ul style="list-style-type: none"> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality</li> </ul>	APP / I
	<p>service provision.</p> <ul style="list-style-type: none"> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Is enthusiastic and decisive.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	

**MEASURED BY KEY:**

APP = Application form ASS = Assessment activities I = Formal interview In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Attitudes to the use of authority and maintaining discipline
- The post holder will be required to have an enhanced DBS check



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

**HH 01/02/2021**

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.