



NAME OF EMPLOYEE

SALARY

Grade A2/C2

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**JOB DESCRIPTION** – effective from date of agreement

**1.0 JOB TITLE**                      ICT Technician

**2.0 JOB PURPOSE**

- 2.1        To provide a maintenance, installation and support service for ICT on the school site
- 2.2        To provide technical assistance and software assistance for staff and pupils
- 2.3        To provide training sessions for staff and pupils
- 2.4        To work alongside the Network Manager to continually develop ICT infrastructure in the school
- 2.5        To assist staff with the basic use of software programmes as necessary
- 2.6        To deputise for the Network Manager

**3.0 DUTIES AND RESPONSIBILITIES**

- 3.1        Responsible for the provision of ICT support in all areas of the school
- 3.2        Repair, maintenance and improvement of ICT equipment in school including desktop and laptop PC's/tablets; telephones, MFPs and printers, including the installation of all appropriate software
- 3.3        To ensure that at all times ICT facilities are fully functional, utilising the school Helpdesk system appropriately and ensuring effective communication with staff and pupils
- 3.4        To develop, manage, maintain and review the effectiveness of specific systems and processes as directed by the Network Manager; e.g. room inspection programme, new starters, leavers
- 3.5        To ensure an appropriate hardware and software audit is undertaken annually, reporting the findings to the Network Manager
- 3.6        To ensure that the asset and encryption databases are regularly updated and maintained
- 3.7        To follow all agreed measures to ensure that at all times ICT facilities are fully secure

- 3.8 To contribute to the provision of physical security measures to protect against loss of equipment
- 3.9 Deliver, set up and PAT test portable ICT equipment as required by staff
- 3.10 Installation, maintenance and support for the use of audio-visual equipment including projectors, speakers, interactive technology and other technological equipment associated with teaching and learning
- 3.11 Assistance with network installations and configuration and with the maintenance and development of a school wide network
- 3.12 Providing support for pupils and staff in the use of ICT
- 3.13 To provide support for the in-service training of staff
- 3.14 To provide support for the development of the school website and cloud learning platforms through liaison with the Network Manager
- 3.15 To understand the Health and Safety issues related to the use of ICT and to ensure that all ICT systems within the school are installed and operated safely and to remove from use any such equipment that is deemed to be unsafe to use
- 3.16 To work proactively to ensure that equipment is protected from damage or misuse and to be vigilant in spotting unsafe or dangerous equipment and to take appropriate action
- 3.17 To understand the safeguarding implications associated with ICT in school, adhering to agreed procedures and raising any concerns with the Network Manager.
- 3.18 To contribute to the development of ICT and its use within the school
- 3.19 To train other staff as required
- 3.20 Manage the software update compliance of school servers and computers.
- 3.21 Take lead responsibility for the deployment (imaging) of new school computers and repair of existing ones.
- 3.22 Manage the school telephone system, maintaining the digital phonebook and provisioning new phones when required.
- 3.23 Work alongside the Network Manager to respond to IT issues in a timely fashion to ensure minimal impact on teaching and learning as well as school operations.
- 3.24 To assist with the continued development of the school's cyber security technology, training and awareness.
- 3.25 To maintain web filtering and monitoring software and adjusting the configuration to improve safety for pupil and staff where necessary. To report any serious computer violations to the relevant members of the management and safeguarding teams.
- 3.26 Ensure the UK GDPR/DPA 2018 regulations are upheld with all ICT processes as well as supporting colleagues with compliance.

#### **4. GENERAL**

- 4.1 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- 4.2 To ensure all tasks are carried out with due regard to Health and Safety.
- 4.3 To undertake the necessary training involved with the post.
- 4.4 To ensure that the highest standards of confidentiality are maintained when dealing with information relating to pupils and/or staff.
- 4.5 To understand and act in accordance with the school's equal opportunities policies.
- 4.6 To undertake any reasonable task requested by the Headteacher.
- 4.7 Such other duties as may be commensurate with the grade of the post in order to ensure the smooth running of the school.
- 4.8 To adhere to the ethos of the school
  - 4.8.1 To promote the agreed vision and aims of the school
  - 4.8.2 To set an example of personal integrity and professionalism
  - 4.8.3 Attendance at appropriate staff meetings and/or Parent/Carer Meetings

#### **5.0 SUPERVISION**

- 5.1 SUPERVISING OFFICER  
Network Manager
- 5.2 LEVEL OF SUPERVISION  
Plan own work to ensure the meeting of defined objectives

#### **6.0 REVIEW AND AMENDMENT**

This job description is not necessarily a comprehensive definition of the post and may be subject to modification or amendment at any time after consultation with the holder of the post.

#### **7.0 COMPLAINTS**

If following review and amendment, agreement is not reached; the appropriate procedures should be used for the settling of any disputes.

Job Description issued by  
after consultation

\_\_\_\_\_  
(Signature of Headteacher)

Copy received by

\_\_\_\_\_  
(Signature of Employee)

Date

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