Job Description & Person Specification

ICT Technician
Grade 4 SCP 12-17
Full-time (36.66 hrs per week), Full Year

Purpose of Post

To support the effective ICT service provision across the school, providing technical ICT and user support, maintaining hardware and software for teaching and learning.

Key tasks

Support

1. Using specialist technical skills and experience to maintain ICT installations, hardware, software, peripheral devices and user equipment, including server checks.
2. Detect, diagnose and resolve computer, server and peripheral device faults. Interpret diagnostic information, prioritise resolutions and determine if additional support is required.
3. Provide a high quality, effective support service through the ICT helpdesk, including maintaining a record of faults fixed or referred.
4. Create and deploy computer image builds, ensuring central set up and roll out as required.
5. Deliver a schedule of ICT maintenance activities, identifying issues and proactively sourcing solutions, incorporating room checks.
6. Support data integrity and security, maintaining user access, accounts and permissions across the school.
7. Support the full range of AV / ICT utilised for school activities as required such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, in support of teaching and school events and assemblies, ensuring that systems are ready for use and operating correctly.
8. Provide guidance and assistance on ICT use for staff and students across the school, including creating and maintaining user guides.
9. Monitor existing back up routines, internet security and protection, suggesting improvements where appropriate.

Projects

1. Undertake specific ICT projects as directed by line manager.
2. Working collaboratively, investing and sharing skills across the Trust IT function, sharing with central teams and other schools, the details of specific projects.

Health & Safety/Safeguarding

1. Work and give guidance to others on the ICT acceptable use policy and practices including guidance on ICT issues relating to e-safeguarding.
2. Consider the impact of changes in ICT technology and legislation in undertaking duties and recommend appropriate changes.
3. Contribute to the writing and reviewing of risk assessments associated with ICT.
4. Proactively maintain a professional working environment, ensuring the electronic and visual physical environment is clear, clean and well organised.
5. Ensure the safe disposal or recycling of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

Administration

1. Respond to helpdesk enquiries, answering the phone, emails and logging details of calls.
2. Maintain an up-to-date inventory of ICT / AV equipment in school, processing new items as required.
3. Ensure the safety and security of equipment including asset labelling as necessary.
4. Undertake a range of ICT financial processes, including purchasing, in line with agreed procedures.
5. Ensure there are appropriate levels of stock of ICT equipment e.g. toner cartridges, projector bulbs.
6. Creating and preparing requisition forms for appropriate authorisation.
7. Ensure the safe disposal or recycling of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

General

1. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and development of operational procedures.
2. Undertake service development in areas of responsibility in line with project management principles.
3. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
4. Proactively manage workload to ensure service standards are met, checking personal accuracy and seeking guidance where necessary from senior colleagues.
5. Support the Trust and school's health and safety policy and be aware of the responsibility for personal health, safety and welfare and that of others reporting any hazards and actively contribute to the security of the school, for example challenging a stranger on the premises.
6. Understand and promote the importance of inclusion and equality and diversity for all.
7. Participate and engage with training and development opportunities, working to continually improve own performance and that of the team / school / Trust.
8. Implement and uphold the policies, procedures and codes of practice of the school / Trust.
9. Uphold and promote the values and ethos of the school / Trust.
10. Undertake any other additional duties commensurate with the grade of the post.
11. Deputise for line manager as required ensuring continuity of service, security and safety.

Responsible to:

Trust IT Manager and Network Manager

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

ICT Technician Person Specification	Essential / Desirable	Application Interview Test
Qualifications		
Current Microsoft qualification or equivalent	E	A
Good ICT Degree or equivalent experience	D	A
Literacy & Numeracy skills equivalent to Level 3 of the National Qualification and Credit Framework	E	A
Experience		
Experience of diagnosing and correcting straightforward faults in ICT hardware and software	E	A/I/T
Technical experience of Microsoft server software 2012 R2 or later	E	A/I/T
Technical experience of network implementation and troubleshooting	E	A/I/T
Technical experience of Office 365 Administration	D	A
Technical experience of Windows image Deployment	D	A
Technical experience of backup solutions.	D	A
Experience of installing, configuring and testing computer hardware, desktop operating systems, software and peripheral equipment	E	A/T
Experience of providing ICT support in an educational setting	D	A/I
Experience of setting up and configuring Audio Visual equipment	E	A/I/T
Experience of team working and individual working	E	A/I
Experience of keeping accurate and up to date records	E	A
Experience of successfully undertaking ICT projects	E	A/I
Skills and Abilities		
Initiative to work proactively and manage own workload without direct supervision prioritising tasks and responding to unexpected problems	E	A/I
Excellent written and verbal communication skills and the ability to share ICT information effectively	E	A/I/T
Excellent customer service and interpersonal skills with a positive, 'can-do' approach	E	I/T
The ability to work to high quality standards	E	A/I
The ability to work under pressure	E	I/T
Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action	E	I/T
Effective organisational skills to manage own workload	E	A/I/T
Knowledge		
Keeps abreast of developments within ICT	E	A/I

Understanding of the importance of data protection, confidentiality and ICT security issues within the school environment, to ensure the students are kept safe and the business of the school is protected.	E	A
Awareness of call logging and resolution process	D	A
Understanding of the wider safeguarding agenda working with children and young people	E	I
Awareness of the potential health and safety risks and issues working with computers and electrical equipment	E	I
Work circumstances		
Able to work flexibly, according to the needs of the school including some evening attendance	E	A/I
Full driving licence with daily access to a car	D	A

Any candidate with a disability who meets the essential criteria will be guaranteed an interview.