



CST ICT Technician Job Description

Job title	CST ICT Technician
Location	St Katherine's, Bristol
Salary	SCP19 - SCP24 on the CST Pay Scale £24,877 - £28,487
Responsible to	ICT Lead Technician
Hours	Full time (37.5 hours per week) year round, permanent
Start Date	1st August 2024 or thereafter
Role summary	<p>Cathedral Schools Trust is seeking an enthusiastic and highly skilled ICT technician to join a dynamic and proactive ICT team. You will predominantly be based at St Katherine's working with the Site Lead Technician and remotely with the rest of the ICT team.</p> <p>You will be providing remote and face to face technical support in line with the Trust's ICT support service to ensure the smooth running of ICT systems to facilitate Teaching, Learning, Administration and Leadership. You will also provide advice and training to improve understanding of ICT and experience of its use.</p>
Duties and responsibilities	<p>Responsibilities of the role</p> <ul style="list-style-type: none">• Support the installation of all new computer software and hardware as required, enabling the delivery of IT to all curriculum areas.• Proactively keep all ICT equipment and classes at their optimal levels for the best teaching environment.

- Work with the Lead Technician, CST IT Director and CST Technical Manager to keep all network infrastructure at their optimal levels for the best teaching environment.
- Develop and maintain effective working relationships with all users.
- Work with the team to make sure service packs and software upgrades are applied to the relevant devices.
- Update the Lead Technician, CST IT Director and CST Technical Manager with any outstanding issues as required.
- Keep all asset management software updated with new equipment and changes.
- Provide 1st and 2nd line helpdesk support and resolve ICT incidents in a structured manner.
- Liaise with 3rd party suppliers to ensure a resolution of ICT incidents, as required
- Proactively document and report all configuration and setup changes.
- Carry out planning and setups for events requiring ICT provision.
- Develop and maintain documentation and services to support the running and development of the ICT support team.
- Ensure that all ICT management systems, processes and practices are followed to ensure maximum efficiencies.
- Work within the requirements of Data Protection (GDPR) at all times.
- When necessary, communicate with staff regarding any interruptions, outages or changes to the ICT systems.
- Completing all necessary administrative tasks effectively and efficiently including establishing and maintaining suitable timelines.
- Carry out such other tasks as deemed appropriate by the ICT Director.

	<p>General responsibilities</p> <ul style="list-style-type: none"> • To establish and maintain effective relationships and communication with staff, parents and students. • To uphold the high standards of the Trust in all communications. • To play a full part in the life of the Trust community, supporting its mission and ethos. • To adhere to the Trust’s policies. • To engage actively in the staff review and development process. • To undertake professional development. <p>Whole school expectations</p> <ul style="list-style-type: none"> • Develop good working relationships with colleagues and students.
Accountability	<ul style="list-style-type: none"> • You are accountable to the ICT Lead Technician for your own performance. • You are expected to set the highest personal standards of performance for yourself, and with the support of your line manager, you are responsible for ensuring your own learning and development by way of work-based and / or other methods of study.
Safeguarding	<p>We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.</p>

Notes:

All posts at Cathedral Schools Trust are subject to pre-employment checks including, but not limited to, initial and periodic enhanced level checks with the Disclosure and Barring Service.

The duties outlined in this job description may be modified, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title.

This document does not form part of your contract of employment with the Trust.