

ICT Technician – Job Description

Job title	ICT Technician
Salary range	Grade D: Steps 1-5
Hours	37 hours per week term time only plus 1 week (last week of August holidays)
Line management	The role is line managed by the Finance and Resources Director
Job Purpose	
Ensure effective day to day running of ICT systems across the Trust	
Responsibilities	
Accountabilities <ul style="list-style-type: none"> • To investigate, diagnose and provide first-line support in network problems, seeking assistance from the Trust's external provider, Medhurst IT. • To provide technical support on hardware and software problems, investigating faults and liaising with third party support company where necessary. • To assist in the provision of technical support to teachers during teaching periods and support teaching staff in the use of IT-based activities and provide assistance to groups of students in the use of IT where required. • To service staff requests for IT support or equipment repair expediently. • To work with the Finance and Resources Director in order to advise staff regarding IT procurement requests and to arrange quotations and purchases of IT goods, software and services as directed. • To manage the allocation and re-allocation of school devices to staff members and ensure that they are correctly configured and maintained and that user agreements are completed. • To ensure new equipment including PCs laptops, iPads etc are suitable to meet the needs of the user, offering support and training to ensure they are used effectively • To ensure the security marking and recording of all new hardware and maintain inventories of all equipment in the school. • To maintain an inventory of software licences and ensure the school is compliant • To be primarily responsible for communicating and liaising with staff with regards to system and service updates and to offer IT advice to staff on a one-to-one basis as required. • To assist the Finance & Resources Director in the planning and implementation of IT development projects. • To be proactive in furthering knowledge of good IT practices in a school environment and of new software and hardware technologies that may be advantageous for students or the school as a whole. • To proactively look for long term solutions to known issues and implement changes as required and as directed by Finance and Resources Director in order to improve service and security and in liaison with the Trust's external provider, Medhurst IT. • To actively explore the current IT software tools to ensure that functions are being properly utilised and that they are providing value. 	

- To create and maintain user accounts as required.
- To ensure there is sufficient storage space on the network for systems to run effectively, by making staff aware of good practice.
- To act as Systems Administrator to add new users to email accounts, update staff changes, maintain existing accounts.
- To manage system integrity and security by changing passwords on the system as required and informing staff of any changes.
- To operate and tailor software to meet the needs of the school.
- To troubleshoot software problems, including compatibility across different versions.
- To monitor security and privacy across the school network and to follow reporting procedures.
- To manage booking requests for hardware resources by members of staff.
- To assist in writing/updating the IT Acceptable Use policy within agreed policy timeframes.
- To manage the school's photocopiers, arranging service and reactive maintenance as necessary
- Effective stock control of consumables
- Have responsibility to update school website and social media channels

Safeguarding

- All staff are responsible for the safeguarding of children in line with the schools safeguarding (Child Protection) policy.
- All staff are responsible for complying with relevant legislation e.g. Health & Safety and Fire Regulations

ICT Technician – Person Specification

	Essential	Desirable
Qualifications & Knowledge		
Good standard of general education including GCSE English & Maths (or equivalent)	✓	
IT/Computer Science Qualification or equivalent		✓
Knowledge of IT Systems	✓	
Awareness of school IT security policies and procedures.	✓	
Experience		
Experience of working in an office or school environment.		✓
Experience of delivering first line support to users using telephone, email and face to face settings.	✓	
Experience in planning and preparing department budgets		✓
Skills and abilities		
Be able to explain technical information to a non-technical user	✓	
Diagnostic and fault-finding skills	✓	
Able to communicate clearly and concisely both orally and in writing with all key stakeholders	✓	
Excellent customer service skills with a proactive 'can do attitude.'	✓	
Excellent organisational skills with the ability to prioritise own workload	✓	
Ability to work under pressure and to deadlines	✓	
Ability to work with a minimum of supervision and within a team	✓	
Personal qualities		
Can remain calm when working under pressure.	✓	
Meticulous and methodical approach	✓	
Adaptable and flexible attitude	✓	
Well- developed interpersonal skills and with a sense of humour enabling effective relationships with a variety of different people.	✓	
Enthusiasm to embrace continuing professional development	✓	

Empathy with pupils and sympathetic to their needs.	✓	
Are trustworthy, reliable and punctual	✓	
Professionally discrete and able to respect confidentiality on particular issues	✓	