Job Description: ICT Support

School: **Dover Christ Church Academy**

Grade: **Kent Range 5**

Responsible to: **Line Manager**

Purpose of the Job:

To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Key duties and responsibilities:

1. Be responsible for the installation and maintenance of computer hardware and software

2. Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff

3. Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day

4. Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate

5. Support teaching staff / pupils in technical aspects of ICT

6. Maintain computer files by backing up / archiving and updating/deleting information as appropriate

7. Maintain and develop network

8. Support adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfer) and report any concerns

9. Resolve hardware / software technical issues.

10. Provides basic ICT training

Individuals in this role may also undertake some or all of the following:
1. Carry out desk-top publishing procedures
2. Provide bespoke ICT training for staff and pupils
3. Check and maintain stocks of ICT equipment
4. Supervise ICT support staff.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.
For KCC purposes this post has been rated as DMA Level 1

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Level 2 Diploma (or equivalent)
EXPERIENCE	Experience in an IT environment and working with relevant software and Networks
SKILLS AND ABILITIES	Must be able to communicate verbally with staff at all levels, along with pupils Understanding of the Health and Safety issues relating to IT
KNOWLEDGE	Knowledge and experience in a range of ICT system and software packages. Knowledge of managing a network Full understanding or Data Protection Act 1998, Freedom of Information Act 2000 and Information Governance.