Job Description & Person Specification
ICT Technician

Contract: Full time, permanent, 37 hours per week
Pay scale: RET Band 5, scale point 26-35 (England and Wales) £36,124 -£44,711 (dependent upon experience)

Start date: As soon as possible
Reports to: School Business Manager

Core Purpose
Responsible for providing ICT support to the whole school, effectively resolve ICT issues, to enhance management processes to ensure regular maintenance of ICT equipment and that documentation is relevant and kept up to date on a timely basis. To adhere to the Trust and School's security and ICT policies and processes.

Role Specific Responsibilities

Ensure the smooth running of IT and Technology across the school, including but not limited to:

- To provide IT support to teachers, support staff and students, working collaboratively and professionally with colleagues at all times.

- To provide AV support to departments including Projector/IWB, CleverTouch screens and visualisers/other peripherals and provide the necessary ICT support to PA Arts/Media with specialist IT and AV requirements during school time and with school events, including productions and open evenings.

- To provide 1st line support for school management information systems including but not limited to Bromcom, ParentPay, CPOMS, CIVICA, InVentry, Access Software etc (including integrations), CCTV/Access Control.

- Ensuring that all jobs are logged and recorded on the IT helpdesk and that tickets are responded to or closed within the agreed timeframes.

- Ensuring all installed software is correctly licenced and installed centrally in line with the school's policy on deploying software.

- Maintaining local school servers and M365 environment on a day-to-day basis.

- Managing and maintaining user accounts across domains and online platforms, in line with the school's data and security policy.

- Ensuring that the school meets relevant e-safety requirements and that appropriate filtering and monitoring (that does not compromise effective teaching and learning) is in place.

- Ensure data compliance and security is always adhered to, in line with the school's data protection and freedom of information policies.

- Responsibility for regular maintenance programmes, resolving failures in hardware and software and ensuring appropriate "housekeeping" tasks such as imaging and laptop returns are implemented daily

- Responsible for maintaining and updating the school's IT assets and any associated equipment, on a timely basis. To provide management reports as and when requested.

- Responsible for maintaining comprehensive and up to date ICT documentation.

- Responsible for maintaining and provide management reports detailing the school 3 year rolling ICT plan.

General Responsibilities (all staff):

- Perform duties and attend meetings as reasonably required.
- Participate in the school's performance management scheme.
- Undergo in-service training where required.
- Contribute to the school's pastoral system.
- Observe and implement current school policies and good practice.
- Carry out such particular duties as the Headteacher, School Business Manager and Finance Director as directed.

Person Specification

Experience - the post holder will have:
- Ability to work collaboratively across all aspects of the school demonstrating professionalism and resilience with colleagues and students.
- Excellent communication skills both written and verbal.
- Proactive nature with a proven ability to multi-task and remain calm under pressure.
- Self-starter with good organisational skills and ability to prioritise own workload.

Professional knowledge and qualifications - the post holder will have:
- Experience of a 50+ user network in a support or service desk role (Essential).
- CompTIA A+/N+, MTA, MCSA or equivalent (Essential).
- Experience of M365 and Azure services (Desired)
- Experience of working in schools or other educational setting (Desired but not essential).

Skills and Attributes- the post holder will be:
- Professional, flexible, resilient and resourceful.
- Able to work collaboratively as a member of the school community.
- Able to remain calm under pressure and to tight deadlines.
- Able to consistently display moral, intellectual and personal integrity.
- Effective in time management.
- Effective and efficient in their organisation and administrative skills.
- Committed to continual personal and professional development.