**JOB DESCRIPTION**

**Location:** Padgate Academy, Warrington

**Responsible to:** Head of IT

**PURPOSE OF THE JOB**

* To provide administrative and reprographic support.
* To support the duties of the site team

**MAIN DUTIES AND RESPONSIBILITIES**

**Responsible for:**

Maintenance and organisation of ICT resources including hardware, software and network(s) where appropriate

Providing support and training for users of both admin. and curriculum networks

Providing support and training for users on all school networks both wired and wireless

Assisting in the development of ICT across the school with particular reference to the school’s online Teaching and Learning requirements and the inclusion of work from across all departments

Specific Responsibilities:

* Lead in the development and maintenance of Digital signage throughout the school
* Maintain and organise ICT resources such as laptops, desktops, mobile devices
* To ensure servers and network infrastructure is updated and maintained to set standards working with the Head of IT
* Managing and supporting the school website and online promotional platforms
* Specifying the sound, lighting and audio-visual equipment required in the new build
* Oversee installation of IT based sound and lighting equipment
* The installation and maintenance of all computer hardware and peripherals, both curricular and administrative and academy community ICT links
* Ad-Hoc installation of new software and upgrades to existing software
* General maintenance of ICT facilities
* Providing support and training for users for both admin and curriculum staff
* Ensuring all machines are switched off and ICT facilities are secure at the end of each working day.
* Assist in checking that daily back-ups run effectively. Report any faults to line-manager
* To work in local feeder primary schools if required
* Keeping up-to-date with trends in industry
* Offering targeted classroom support for specific information technology projects
* Maintain school internet and school’s online sites. This will require actively liaising with administrative/teaching staff to ensure a regular and up-to-date supply of material
* To assist the Head of IT in the supervision and organisation of other ICT support staff
* and contractors
* Any other reasonable tasks directed by the Head of IT
* Assist in keeping up-to-date inventory of all ICT equipment
* Log ICT equipment faults, organise resolution of problem and document action taken

**GENERAL RESPONSIBILITIES**

**General Duties**

* To provide First Aid on a rota basis (full training will be provided).
* To have due regard for health and safety in the workplace.
* To be familiar with, and adhere to, relevant parts of the school’s Health and Safety Policy.
* Co-operate with health and safety requirements.
* Be familiar with the emergency action plans for fire, first aid and security issues.
* Undertake specific designated duties regarding emergency evacuation.
* Raise health and safety and environmental issues with students.
* Any task which is appropriate to the post level to maintain/enhance organisational effectiveness which may include redeployment to other departments – to include cover for absent colleagues and/or relocation to areas of need.

**Other**

* Padgate Academy is committed to safeguarding and promoting the health, safety and welfare of children, young people and vulnerable adults.
* Staff and volunteers are expected to share this commitment for whom they are responsible or with whom they come into contact in the course of their duties.
* All successful candidates will be subject to DBS checks along with other relevant employment checks.
* Support the aims and ethos of the school.
* Promote and model good relationships with students, colleagues, parents and visitors.
* Set a good example in terms of dress, punctuality and attendance.
* Participate in training and take a lead in own professional development.
* Participate in the School’s staff appraisal process.
* Be willing to attend relevant courses and use other means to improve ICT skills.
* Advise and train individual staff and students; produce detailed help sheets and other documentation.
* Manage routine contacts and communicate well with external contractors and suppliers.
* Read school policy documents, schemes of work and curriculum plans; attend relevant meetings.

Notwithstanding the details in this job description, in accordance with the Trusts Flexibility Policy the job holder will undertake such work as may be determined by the Principal from time to time, up to or at a level consistent with the principal responsibilities of the job.

**SPI/MSI/SEPT 2022**

**PERSON SPECIFICATION**

**ICT TECHNICIAN**

|  |  |  |
| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **SKILLS AND ABILITIES** | | |
| Ability to work effectively within a team environment | 🗸 |  |
| Ability to build effective working relationships with colleagues | 🗸 |  |
| Ability to adapt calmly to ever changing demands of the job and when dealing with multiple requests for ICT support | 🗸 |  |
| Good numeracy and literacy skills | 🗸 |  |
| Ability to use initiative and provide a good standard of support without constant supervision | 🗸 |  |
| Flexible and adaptable with the capacity to learn new technology as required by changing curriculum requirements | 🗸 |  |
| Ability to communicate effectively with both technical and non-technical staff | 🗸 |  |
| Diagnostic and technical trouble shooting skills | 🗸 |  |
| **KNOWLEDGE AND EXPERIENCE** | | |
| Experience of providing technology support, advice and guidance in a multi-disciplinary environment | 🗸 |  |
| Knowledge and understanding of all Microsoft Office packages and the Windows 10/11 OS | 🗸 |  |
| Experience of installing and maintaining applications | 🗸 |  |
| Knowledge of network topology and network operations – print/password/user management/Active Directory/Azure/Google Domains |  | 🗸 |
| Experience of working in an educational setting or with young people |  | 🗸 |
| The following knowledge/experience is desirable but not essential as training can be provided:   * Apple Mac OS environment * Google Platform * Working on a production IT network * Cisco/HP network system * Adobe software suite * VMware/Hyper-V * Understanding backup processes (Veeam) * Understanding Wi-Fi network operations (SSID/Encryption etc) * Understanding and working to security and Data protection standards * SCCM/Endpoint experience |  | 🗸 |
| Experience of supporting the usage of sound, lighting and audio visual equipment, experience of the following or similar equipment is desirable |  | 🗸 |
| **QUALIFICATIONS** | | |
| GCSE Maths and English Language at grade C or above | 🗸 |  |
| Qualification or training related to ICT Technician role (CCNA/Microsoft certified) |  | 🗸 |
| **PROFESSIONAL VALUES AND PRACTICE** | | |
| Ability to demonstrate an inclusive approach to staff, students, parents, carers and visitors irrespective of social, cultural, linguistic, religious and ethnic backgrounds | 🗸 |  |
| Ability to work collaboratively with colleagues and carry out the role effectively, knowing when to seek help and advice | 🗸 |  |
| Ability to improve own working practice through observations, evaluation and discussion with colleagues | 🗸 |  |
| Professional in approach and appearance | 🗸 |  |
| Willingness to undertake further training if required | 🗸 |  |