

**SELBY HIGH SCHOOL**

**SPECIALIST SCHOOL FOR THE ARTS AND SCIENCE**

**Job Description – IT Technician**

**POSITION:** ICT Technician

**SALARY:** GRADE E £25,183 - £26,409

**REPORTS TO:**  School Network Manager

**HOURS:** Full time (37 hours per week, full year)

# Job Purpose

To support the provision of high quality and professional IT support service to all staff and

students within the school as and when required.

## Objectives of the post

* To assist in the maintenance of Selby High School’s ICT Network and equipment.
* To assist in the installation of new and existing software across the network.
* To provide technical support to all users of the network.
* To assist in the installation and maintenance of audio-visual equipment.
* To support and promote the application and development of IT for learning and teaching.

## Main Duties

* To provide hardware and software support for PCs and laptops and other IT devices.
* To maintain all peripherals within Selby High School.
* To assist in the ordering and maintenance of stocks of consumables and spares.
* To install, configure and maintain new and existing software on to computers.
* To perform complete installations on new computers.
* To assist in ensuring that adequate backups of IT systems are maintained.
* To assist in maintaining the security of the School’s IT systems.
* Carry out record keeping and other routine clerical duties.
* To administer individual email and active directory accounts within the School.
* To install, maintain and facilitate the use of classroom AV equipment.
* To support both staff and students in their use of computer systems in a timely manner.
* To monitor the IT helpdesk and support the delivery of solutions.
* Answer users’ enquiries and, if necessary, refer them to an appropriate authority.
* To provide IT support to all users within the School.
* Any other duties as commensurate within the grade in order to ensure the smooth running of the School.
* Observe safe practices at all times and comply with all school ICT policies.

**Safeguarding**

* Be responsible for promoting and safeguarding the welfare of children and young people that you are responsible for and come into contact with.
* Undertake annual training in the most recent legislation.
* Be able to recognise when a child or young person is in danger or at risk of harm and take action to protect them.
* Make considered judgements about how to act to safeguard and promote a child or young person’s welfare

## Data Protection

* Comply with the County Council’s policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.

## Development

* Ensure continued personal professional development through attendance at relevant training.
* Undertake appropriate training in the use of IT software programs to ensure the most effective and efficient processes support your work.

## General

* Undertake any other duties as reasonably required by the Principal.
* Contribute to the life of the school community and to support its ethos and policies.

## Health & Safety

* Be aware of the responsibility for personal health, safety and welfare and that of others who may be affected by your actions or inactions.
* Be aware of the specific issues relating to health and safety in your area and make appropriate assessments of any risk.
* Co-operate with the employer on all issues to do with health, safety and welfare.



**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications & Training**  Relevant IT related qualifications at NQV Level 3 or above such as A level, HNC, HND  Level 2 English & Maths | X | X |
| **Experience**  Experience of working within an IT support environment  Experience of communicating technical information to non-technical people  Experience of working in a school environment  Be able to diagnose issues with IT/Network equipment  Experience of repairing computer hardware | X  X | X  X  X |
| **Knowledge**  Working knowledge of Microsoft Windows operating systems  Working knowledge of Microsoft Office 365 or Google Workspace  Working knowledge of Audio/Video equipment  Working knowledge of Windows Active Directory Domain Services  Working knowledge and understanding of LAN, switches and firewalls  Working knowledge of Telephony and VOIP services  Working knowledge of managed wireless networking systems | X  X | X  X  X  X  X |
| **Occupational Skills**  Ability to work with a variety of stakeholders in an effective manner using excellent written and verbal communication skills  Good problem identification and solving skills | X | X |
| **Personal Qualities**  Work effectively as part of a team  High levels of organisational and self-management skills  Self-motivation and willingness to accept responsibility  Willingness to contribute to and participate in continuous professional development  Appropriate awareness of health and safety in relation to area of work. | X  X  X  X | X |

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| **Other Requirements**  Ability to work proactively and on own initiative.  Enhanced DBS clearance.  To be committed to the school’s policy and ethos.  To be committed to Continual Professional Development.  Ability to form and maintain appropriate relationships and personal boundaries with children and young people. |