**JOB DESCRIPTION – ICT TECHNICIAN**

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| **RESPONSIBLE TO:** | SENIOR ICT SERVICES MANAGER |
| **RESPONSIBLE FOR:** | None |
| **GRADE:** | St Anselm’s College Support Staff Scale 18-20 |
| **PAY SCALE:** | £22,102 - £23,096 |
| **HOURS OF WORK:** | 36 hours per week |

**JOB PURPOSE**

To support teachers in developing the use of ICT and ensuring student learning outcomes are maximised. To support the use of ICT within the College environment through proactive maintenance of ICT software, hardware and related equipment.

**MAIN DUTIES AND RESPONSIBILITIES**:

* To assist the Senior ICT Services Manager with the operation and maintenance of ICT systems in line with the College’s ICT policies.
* When necessary, deputise for the Senior ICT Services Manager.

**KEY TASKS**

**Supporting Teachers and Students**

* Support staff and students with technical aspects of ICT. Provide information, advice and assistance for teachers, students and support staff on the use of ICT equipment, software (including Cloud-based applications) and associated procedures. Assist staff in solving any problems with the College’s ICT Systems and to liaise with the Senior ICT Services Manager and external agencies/companies as necessary.
* Maintain a comprehensive database of all ICT support requests.
* Maintain an up-to-date inventory of ICT hardware.
* Maintain and publish content for the College website, Social Media and Digital Signage systems.

**Technical ICT Support**

* Regularly check systems to detect, diagnose and resolve basic faults. Interpret diagnostic information, prioritise resolutions and report more complicated faults to the Senior ICT Services Manager.
* Set up ICT equipment such as PCs, printers, laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
* Follow a proactive schedule of ICT maintenance across the College.
* Provide technical support for College events (e.g. assembly, open evening, parents’ evening) where required.
* Oversee Stage AV equipment and student technical assistance.

**Health & Safety/Safeguarding**

* Support adherence to ICT policies, especially those relating to safeguarding and internet usage.
* Assist with the operation of the College’s security systems, virus protection programs and back-up operations. Note any risks to ICT systems and inform the Senior ICT Services Manager.
* Ensure basic safety checks are carried out and escalate problems as required, maintain necessary records. Contribute to the risk assessments associated with using ICT and operating ICT equipment.
* Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

**Administration**

* Assist with the security of equipment and asset register, ensure all appropriate hardware is security marked.
* Check and maintain stocks of consumables. Operate an efficient system for stocking, storing and distributing items used in College.
* Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
* Provide system management information as requested by the Senior ICT Services Manager.
* Support data integrity within the College. Participate in the collection, collation, processing and storage of data and information to comply with College reporting requirements.
* Make suggestions for improvement and efficiency as appropriate.

**STANDARD DUTIES**

* Implement and uphold the policies, procedures and codes of practice of the College, including those relating to finance, data protection, ICT, health & safety, anti-bullying and safeguarding/child protection.
* Take a pro-active approach to health and safety, working with others in the College to minimise and mitigate potential hazards and risks, and actively contribute to the security of the College, e.g. challenging a stranger on the premises.
* Understand the importance of inclusion, equality and diversity and promote equal opportunities for all. Practice and promote fair and equal treatment of staff and students throughout the course of performing all duties contained within this job description. Uphold and promote the values and the ethos of the College.
* Participate and engage with workplace learning and development opportunities, subject to the College’s training plan, working to continually improve own performance and that of the team/College.
* Attend and participate in relevant meetings as appropriate.
* Assist with the production of College documentation such as newsletters, prospectuses, posters, leaflets, letterheads, etc.
* To undertake any other additional duties commensurate with the grade of the post, or of a similar level and responsibility, as may be required from time-to-time.

**PERSON SPECIFICATION - JOB TITLE**: **Senior ICT Technician**

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|  |  | **Essential attributes** | **Desirable Attributes** |
| 1. | Educational Qualifications  Professional Training | * Hold a recognised Computing or ICT qualification at level 3 or equivalent experience. * Excellent ICT Skills including Microsoft applications and Windows. | * Experience of administering a Microsoft domain utilising Active Directory tools and Group Policy management. * Experience working with Microsoft Cloud based solutions such as M365. * An understanding of Schools Management System (eg: SIMS). * Experience in relevant discipline or related qualification. Excellent numeracy/literacy skills. * Good keyboard and data entry skills. |
| 2. | Work Experience | * Experience of Network Computing and support including:   + ICT system installation, configuration and basic hardware maintenance.   + Provision of advice and assistance to users.   + Supporting Microsoft Windows.   + Experience of administering Internet and email services. * Experience of working in a similar role. * Experience of managing and interpreting data. | * Supporting Local Area Networks. * Experience of working in a school or local authority environment * Experience in Network management * Supporting Local Area Networks |
| 3. | Knowledge relevant to particular post. | * Good knowledge of Networking technologies. * Understanding health, safety and welfare regulations and best practice affecting ICT. | * A good understanding of the legal, security and moral issues relating to the use of ICT in schools. |
| 4. | Personal qualities | * Ability to work effectively as part of a team. * Ability to work with a minimum of supervision. * Strong organisational skills to prioritize work and manage time effectively. * Ability to work to tight deadlines and to work well under pressure. * Strong inter-personal skills. * Exhibit excellent customer care skills. * Enthusiastic and a positive attitude, willing to be flexible in order to meet the needs of the College. * Operate safe working practices. * Ability to relate well to people on all levels. * Ability to identify training & development needs and co-operate with appropriate individuals to address these. * Ability to perform all duties and responsibilities (e.g. lifting and carrying equipment), which are an integral part of the job. | * Ability to relate to young and novice IT users. * Knowledge of relevant polices/codes of practice/legislation. |
| 5. | Other | * Occasional working outside of normal College hours will be required. * To be organized and efficient. * Reliable and punctual. * Have a polite, friendly and flexible approach to work. * To have a good sense of humour. * To follow instructions. * To keep calm and professional at all times. * Interpersonal – common courtesy, tact and confidentiality. | * Genuine enthusiasm for IT in an educational environment. * Desire to contribute to improvements across College. |