Job Description & Person Specification

ICT Technician

Grade 3 NJC scale points 6-11 (£21,968 to £24,054)

Permanent

Full-time (36 hours 40 minutes per week), Full Year

Purpose of Post

To maintain hardware and software used by pupils and staff and provide technical ICT support for teaching and learning.

Key tasks

Support

1. Maintain ICT installations, hardware, software and peripherals; detect, diagnose and resolve computer, server and peripheral device faults, interpret diagnostic information, replace consumables, update software and occasional cabling.
2. Prioritise resolutions and determine if additional support is required maintaining a record of faults fixed or referred.
3. Provide a high quality, effective first line support through the ICT helpdesk.
4. Support colleagues in computer Image roll out as required.
5. Follow a schedule of ICT maintenance activities, making amendments as appropriate.
6. Perform regular room checks
7. Support data integrity and security maintaining user access, accounts and permissions.
8. Set up AV / ICT equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, in support of teaching and school events and assemblies, ensuring that systems are ready for use and operating correctly.
9. Provide information, advice and assistance for staff on the basic use and setting up of computer equipment, software and procedures using the support desk 'How to Guides'.
10. Provide assistance to pupils in relation to school IT hardware and software related issues.

Health & Safety/Safeguarding

11. Work and give guidance to others, on the ICT acceptable use policy and practices including guidance on ICT issues relating to e-Safeguarding.
12. Follow risk assessments associated with using and operating ICT equipment.
13. Ensure the safe disposal or recycling of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

Administration

14. Respond to helpdesk enquiries, answering the phone, emails and logging details of calls.
15. Respond to password re-sets, issues with logging into systems,
16. Carry out checks to the school's back-up solutions as directed, to ensure effectiveness.
17. Maintain an up-to-date inventory of ICT software and licences and AV equipment in school.
18. Ensure the safety and security of equipment including asset labelling as necessary.
19. Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies, and obtain simple estimates for ICT equipment as instructed.

20. Ensure there are appropriate levels of stock of ICT equipment e.g. toner cartridges, projector bulbs.
21. Assist in creating and preparing requisition forms for appropriate authorisation.

General

22. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and improvement of operational procedures as required.
23. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
24. Manage workload proactively to ensure service standards are met, checking personal accuracy and seeking guidance where necessary from senior colleagues.
25. Take a proactive role in maintaining a professional working environment, ensuring the electronic and visual physical environment is clear, clean and well organised.
26. Support the school's health, safety and welfare policy and be aware of the responsibility for personal health, safety and welfare and that of others reporting any hazards and actively contribute to the security of the school, e.g. challenging a stranger on the premises.
27. Understand the importance of inclusion, equality and diversity and promote equal opportunities for all.
28. Participate fully in staff training and development opportunities including attendance at staff meetings, and work to continually improve own and team performance, sharing skills and expertise with others as required.
29. Undertake any other additional duties commensurate with the grade of the post.

Responsible to:
ICT Network Manager

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

ICT Technician (with apprenticeship where appropriate) Person Specification	Essential / Desirable	Application Interview Test
Qualifications		
GCSE passes in Maths and English (Grade C / Level 4 or above)	E	A
Current Microsoft qualification or equivalent	D	A
NVQ Level 2 qualification in a related subject or equivalent	D	A
Experience		
Experience of diagnosing and correcting straightforward faults in ICT hardware and software	D	A/I/T
Technical experience of Microsoft software	D	A/I/T
Experience of installing, configuring and testing computer hardware, networks, server and desktop operating systems, software and peripheral equipment	D	A/T
Experience of working in an ICT setting	D	A
Experience of providing ICT support in an educational setting	D	A/I
Experience of team working and individual working	E	A/I
Experience of keeping accurate and up to date records	E	A
Skills and Abilities		
Excellent written and verbal communication skills and the ability to share ICT information	E	A/I
Excellent customer service and interpersonal skills with a positive, 'can-do' approach	E	I
The ability to work to high quality standards	E	A/I
The ability to work under pressure and as part of a team	E	I
Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action	E	I
Knowledge		
Understanding of the importance of data protection, confidentiality and ICT security issues within the school environment, to ensure the students are kept safe and the business of the school is protected.	E	A
Awareness of call logging and resolution process	D	A
Understanding of the wider safeguarding agenda working with children and young people	E	I
Awareness of the potential health and safety risks and issues working with computers and electrical equipment	E	I
Work circumstances		
Able to work flexibly, according to the needs of the school including some evening attendance	E	A/I
Willingness to keep up to date with new technologies	E	A/I