



Location:	The Oakwood Academy, Warren Hill, Nottingham, NG5 9PJ
Salary:	Redhill Academy Trust Pay Scale, Band 6, Scale Points 29-32
Hours of Work:	37 hours per week, Term Time plus 2 weeks.
Responsible to:	Senior ICT Technician

Post Objectives: To provide ICT support to staff and students in their use of ICT resources across the Academy.

Main Duties and Responsibilities

To take responsibility for the successful delivery of hardware-related tasks:

- Administration of the ICT Equipment Loan system.
- Helping staff to set up ICT equipment including desktops, laptops, projectors and interactive whiteboards.
- Maintenance tasks, e.g upgrading and maintaining desktops, staff laptops, cleaning equipment, replacing toner cartridges in printers.
- Routine tasks, e.g. filling printers with paper, monitoring equipment loan system, daily set up of ICT rooms.
- Fault-finding operations e.g resolving hardware faults, clearing printer jams, liaise with external support agencies as required e.g RM, Capita, HP, Dell and Cunninghams to resolve faults speedily.
- Installation and setup of new equipment e.g laptops, desktops, projectors, digital cameras, scanners, printers, video editing equipment.
- Support staff and students in use of ICT resources e.g desktops, laptops, projectors, digital cameras, camcorders and biometric systems.
- Support staff and students with windows server environments, windows 11 and online systems including Office 365.

To take responsibility for the successful delivery of software-related tasks:

- Installation, configuration of new/upgraded software.
- Produce user guides and offer training and ad-hoc instruction to staff users.
- On-going software monitoring and maintenance.

ICT Support

- To maintain a logging system to support requests from staff/pupils.
- To ensure support calls with external support companies for both hardware and software issues are logged and resolving issues with external support engineers.
- To ensure technical assistance is provided at co- curricular events.
- Manage printing resources across the Academy.
- Create new user accounts and assign appropriate permissions.
- Assign staff and pupil passwords.
- Provide support to the Academy in its use of media, from recording classes and events through the editing process.
- Maintain inventories, asset and security mark ICT equipment.
- Support evening events at the Academy such as Parents Evenings.

General

- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the Academy's policies and procedures.
- Undertake any other duties which is regarded as within the responsibilities of the post, subject to the proviso that any changes of a permanent nature shall be incorporated into the job description in specific terms.

The role involves working in regulated activity with children and an Enhanced DBS clearance is required for this position.