



### **Job Description**

<b>Job Title:</b>	ICT Technician
<b>Location:</b>	The Redhill Academy
<b>Salary:</b>	The Redhill Academy Trust Pay Scale, Band 7, Scale Points 32-36
<b>Hours of Work:</b>	37 hours per week – All year round
<b>Responsible to:</b>	ICT Network Manager
<b>Post Objective:</b>	To provide ICT support to staff and students in their use of ICT resources across the Academy

### **Main Duties and Responsibilities**

#### **IT Resource Provision**

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

- Administration of the ICT Equipment
- Helping staff to set up ICT equipment including laptops and projectors, amplifiers interactive white boards.
- Maintenance tasks, e.g. upgrading and maintaining staff and student laptops, cleaning equipment, replacing toner and drum cartridges in printers.
- Routine Tasks, e.g. filling printers with paper, monitoring equipment loan system, daily setup of ICT rooms, clean projector filters, printer toner audit.
- Fault-finding operations, e.g. resolving hardware faults, clearing printer jams, liaise with external support agencies as required, e.g. HP, Capita Dell, PEBS, Impero to resolve faults speedily.
- Installation and setup of new equipment e.g. laptops, desktops, PEBS, digital cameras, scanners, printers.
- Support Staff and students in use of ICT resources e.g. laptops, projectors, digital cameras, camcorders and biometric systems.
- Support Staff and students with the virtual environments such windows server 2019 and online systems including Office 365.
- Installation/replacement and maintaining of schools ceiling mounted projectors.

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 e.g. internal internet filtering software.

**ICT Support**

- To maintain a logging system for 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 extra-curricular events
- Manage printing resources across the School
- Create new user accounts and assign appropriate permissions
- Assign staff and pupil passwords
- Provide support in the 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 School
- Support IT Systems Manager in the maintenance and updates of all aspects of the School's ICT Network infrastructure.
- Support IT Systems Manager in the management of the schools SCCM deployment services, including image and driver management and the deployment of new software.

**General**

- Attendance at staff meetings and INSET activities where relevant.
- To uphold and actively support the Schools policies and procedures.
- Undertake any other duties which might be reasonably be 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.

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