

WHITWORTH COMMUNITY HIGH SCHOOL

Post title: ICT Support 1					
Directorate: CYP			Location:	Schools	
Establishment or team:		Whitworth Community High School		Post number:	N/A
Grade:	Grade 4	Responsible to	IT Network Manager	Essential Car user:	N/A

Purpose of the role (job statement)

With reference to or guidance from a teacher or senior member of support staff, contribute to the delivery of an effective ICT support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines

Additional Purpose – Part or all of any other equivalent or lesser graded profile undertaken for a minority of the post holders contractual time.

Accountabilities/Responsibilities – appropriate for this post:

Key duties:

1. Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day
2. Check hardware regularly reporting faults to a specialist technician / audio-visual service / contractor as appropriate
3. Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements
4. Provide user support to identify and respond promptly to routine system or process issues that arise
5. Follow established procedures for setting up user accounts.
6. Set up basic audio visual equipment for use by teaching staff.
7. Provide advice on established policies for acceptable use of local networks and assist with arrangements for monitoring network usage.
8. Delivery and collection of laptops throughout the school in a timely manner.
9. Ensuring laptops are put away at the end of lesson time and on charge ready for usage the next day.
10. Assist in the installation of ethernet cabling alongside other hardware as required.
11. Simple repair or upgrade of computer devices, such as screen or keyboard replacement, RAM upgrades, and power supply or battery replacement, etc.

Other:

Offer some technical support and help with peripatetic staff timetabling for the music department.

Prepared by:	Mr A Oliver – Associate Headteacher	Date:	Summer 2024
Signed by Employee:		Date	

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must cooperate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.