IT Assistant Technician Job Description and Person Specification

Salary

Scale 4 (point 7 – 10) 21 hours per week, term time only. Flexible hours considered.

Line of responsibility

The ICT technician will be directly responsible to the School Business Manager.

Job purpose

The ICT technician is responsible for:

- Assisting in the support and maintenance of all ICT systems within the school.
- Assisting in the installation, configuration and testing of hardware and software.

Duties and responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the headteacher.

Job specification
Operational

- S/he shall support user base (staff, pupils and parents/carers) via telephone, call logging system and e-mails and as directed by SLT/line manager.
- S/he shall establish and maintain good relationships with all pupils, parents/carers and staff.
- S/he shall assist with the operation of the school's information and communication networks, undertaking appropriate repairs as necessary.
- S/he shall assist the senior leadership team with hardware and software matters within the school.
- S/he shall assist administrative staff with hardware and software operations as required by her/his line manager.
- S/he shall assist in ensuring that staff and pupils have a satisfactory, robust, reliable and secure ICT environment.
- S/he shall carry out checks including adjusting monitor settings if required and cleaning monitors and keyboards.
- S/he shall report faulty hardware to line manager/SLT by regularly checking contents of IT trolleys and classroom IT cupboards for any hardware issues.
- S/he shall install and configure hardware and software including new Operating System and software releases as well as carry out testing.

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- S/he shall assist in monitoring the performance of hardware, software and the network, identifying problems and resolving them, and advising her/his line manager of issues and potential improvements.
- S/he shall assist with the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- S/he shall diagnose and report faults to the IT technician, including liaising with the technician in the fixing of faults.
- S/he shall assist staff with printing and printer issues and liaise with Office Manager and/or contractor to fix printer faults.
- S/he shall maintain a log of work undertaken, problems, changes and resolutions (via the IT Help logging system).
- S/he shall assist with keeping Windows PCs regularly patched with latest Windows security updates.
- S/he shall assist with troubleshoot issues with Promethean smartboards and software.
- S/he shall support and configure personal Smartphone devices, ensuring users can get emails on their devices, can use Office apps such as Teams and connect to the School's staff Wi-Fi correctly.
- S/he shall support the network by adding new members of the school community and the archiving of user materials from school leavers (both staff and pupils) before removal of their user accounts.
- S/he shall create new user accounts for staff and pupils, amend permissions and reset passwords
- S/he shall assist with the disposal of IT assets.
- S/he shall support Parents/carers with general basic computer queries on their personal home devices during dedicated school run support sessions.
- S/he shall liaise with Premises Manager to maintain list of school IT assets using Parago Asset Management software, especially laptops used by staff and pupils.

Administrative

- S/he shall ensure that all administrative duties, checks and documentation are completed to the required level of accuracy including returns and reports.
- S/he shall process, input and extract information from other schools' system/s as required.
- S/he shall collate information, statistics and prepare reports as required by her/his line manager, the headteacher and the governing board.
- S/he shall ensure line manager kept up-to-date of progress and aware of any potential issues.

General

- S/he shall attend school events as required and provide associated technical support.
- S/he shall attend relevant meetings and training sessions.
- S/he shall keep abreast of developments and changes in the ICT field and communicate to staff as appropriate.

ICT ASSISTANT TECHNICIAN (PRIMARY): PERSON SPECIFICATION

• Essential	• Desirable	• Evidence
• **Qualifications and experience**		
• Studied to a minimum standard of GCSE grade 4 or equivalent, in English and mathematics. • Experience of handling enquiries, resolving queries face to face and in writing. • Experience of Microsoft Office software, such as Word, Excel and Outlook	• Further education qualification relevant to the field. • Experience of working in a school or similar establishment. • Experience of Apple iPads and software.	Application form Letter of application References Interviews Certificate/s (to be available at interview)
• **Knowledge and skills**		
• Ability to build and form good relationships with colleagues and pupils. • Ability to work constructively as part of a team, understanding school roles and responsibilities including own. • Ability to absorb and understand a wide range of information. • Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals. • Good standard of numeracy and literacy skills. • Good analytical and problem-solving skills. • Good working knowledge	• Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation e.g. concerning licences. • Experience working with Microsoft technologies, including Windows 10, Office 365, Windows Deployment Server and (MDT) Microsoft Deployment Toolkit • Experience working with Apple iPads and their management using Apple Configurator and Mosyle MDM	• Application form • Letter of application • References • Interviews

• Essential	• Desirable	• Evidence
of a range of ICT software, hardware and other resources.		
• **Personal qualities**		
• Ability to communicate effectively with staff using simple and clear language. • Initiative and ability to prioritise one's own work. • Able to follow direction and work in collaboration with her/his line manager. • Able to work flexibly to meet deadlines and respond to unplanned situations. • Efficient in organisation. • Desire to enhance and develop skills and knowledge through CPD. • Commitment to the highest standards of child protection. • Recognition of the importance of personal responsibility for health and safety. • Commitment to the school's ethos, aims and its whole community.		• Application form • Letter of application • References • Interviews