

Job Description

Digital Learning (IT) Support Technician

## G5 Point 18: £21,463 (£24,468 pro rata)

Hours of work: 36 Hours per week – term time only plus 5 days in the holidays.

Contract for 1 year in the first instance.

Responsible to: Head of Computing and work closely the Headteacher and SLT as appropriate

### Main purpose of the position

* To work as a member of the Digital and Computing team supporting technical and curriculum advancements and ensuring that systems meet the ever-growing needs of the school and its digital vision.
* To maintain an IT infrastructure that is secure, reliable, robust and resilient.
* To provide comprehensive, innovative and responsive technician support to staff and students for school IT and AV across the school.
* To provide operational administrative support across the school including the overall management of the school website and support for the SIMS management system.

### Main responsibilities and tasks

Under the leadership of the Head of Computing:

1. Be part of the school community, supporting colleagues and contributing to the vision and ethos of the school.
2. Have due regard for safeguarding and promoting the welfare of children and young people and follow the child protection procedures adopted by the School.
3. Have due regard for confidentiality in respect of access to personal/professional data.
4. Oversee the smooth running of the IT networks, Chromebook and iPad fleet and associated digital services within the school.
5. Support and develop the School’s Google Workspace Domain and associated services.
6. Develop a fit-for-purpose and effective technical helpdesk system for use by staff and users.
7. Ensure all school digital systems are fully operational during school hours and during key school events and ensure systems required for remote out of hours’ access are available.
8. To be the main point of reference for day-to-day eventualities and manage the response ensuring that queries are dealt with promptly.
9. To assist the Head of Computing and/or Site Manager in resolving issues relating to the school’s CCTV, telephony, printing, site access and visitor management systems.
10. Lead on the maintenance and problem solving of the network infrastructure and resolve hardware and software problems.
11. Ensure that the school complies with Health and Safety legislation in relation to IT hardware and software use.
12. Where required, work with the Head of Computing and the school’s DPO (Data Protection Officer) to monitor overall compliance with the Data Protection and Freedom of Information Acts, ensuring that the school is acting responsibly and legally with respect to copyright, computer misuse and data protection.
13. To work with the Head of Computing to monitor external contracts and ensure service providers meet or exceed their obligations to the school.
14. Keep abreast of new technological developments in educational computing and make recommendations to the Head of Computing and SLT where these might benefit the school.
15. To be responsible for the day-to-day development and support of the school’s website and online learning platforms.
16. To manage internet access, filtering and related monitoring systems – in line with school policy.
17. Develop and maintain robust disaster recovery procedures for the school’s local and cloud data ensuring they are periodically tested.
18. Where applicable, ensure the school has adequate software licenses to cover use.
19. To work with the Head of Computing to manage the IT Infrastructure budget and identify and evaluate opportunities for improving value for money.
20. To maintain records and documentation for technologies and processes in accordance with the needs of the school.
21. To attend staff and other relevant team meetings where appropriate.
22. Undertake available training opportunities and demonstrate a commitment to continuous development.
23. To take part in the school’s performance management programme.
24. To undertake any other reasonable duties as requested by the Head of Computing, Headteacher and wider SLT.
25. To perform as a learning support assistant (LSA) for computing and other lessons as required or timetabled and other duty rotas if requested by the cover manager.
26. To provide technical support to other subject departments as required as the role develops.

This job description and duties will be reviewed regularly and may change and develop in consultation with the post holder and line manager.

Equal Opportunities: The School has a strong commitment to achieving equality of opportunity and expects all employees to implement and promote this in their own work.

Health and Safety: The School is committed to a healthy and safe working environment and expects all its employees to implement and promote its policy in all aspects of their work.

Confidentiality: The School is committed to maintaining the privacy of all its staff and pupils. It expects all staff to handle all individuals’ personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Safeguarding: The School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

# SIGNATURES

Name of Line Manager: Matthew Evans

Signed.…………………………………………… Dated……………………………….

Name of Post holder: ………………………………………………………………...

Signed…………………………………………. Dated………………………………

The duties of this post will change and develop over time. It is the manager’s responsibility, in conjunction with the post holder, regularly to review this document and amend it when necessary.