

Job Description: ICT Technician

Reports to: IT Lead

Grade: 2A

Supervises: Not Applicable

The Line Manager of the ICT Technician will, through discussion, observation and receiving reports, oversee their work.

Job descriptions may be modified, with advance consultation and notice, according to the needs of the school.

Job Purpose

To enable pupils' access to learning by providing technical advice and support in the practical and technical aspects of IT by preparing, maintaining and organising equipment and materials. To assist the IT Lead in maintaining the running of the school networks. To provide IT support to staff.

Principal Responsibilities/Duties

- Assist with requests for technical equipment and resources to support learning, developing a systematic safe approach to using equipment to support key stages of the curriculum.
- Manage Staff and Student accounts across a number of services (Active Directory, Google, etc).
- Perform maintenance on client hardware (cleaning, checking for damage, verifying software etc).
- Provide first line technical support for staff and students.
- Responding to tickets raised on the department's helpdesk system.
- Perform basic hardware replacements on client devices (replacing screens, RAM, storage)
- Assisting in maintaining accurate asset records, and keeping track of loaned equipment.
- Working with senior staff to resolve more technical issues

- To maintain equipment, including computer hardware installations, maintenance of peripherals, scanners, printers, IT furniture and undertake repairs and modifications where necessary. To install replacement consumables into equipment as required.
- To ensure there is adequate data security, including regular password updates. Ensure access rights to parts of the network are managed, including pupil and staff databases.
- To support the IT Lead in ensuring that systems are kept up-to date regularly with antiviral and security software and other system updates and packages.
- To support the development of new technology within the school.
- Ensure adequate risk assessments are carried out for computer network activities and lessons requiring the use of technical equipment. Conduct safety checks on equipment and services.
- Respond to actual or potential hazardous situations involving IT equipment to prevent harm to pupils, staff or others.
- Report pupil and school issues in line with the school's policies for health and safety, child protection and behaviour management.
- Attend staff and group meetings and training sessions as required.
- Any other reasonable requests made by the headteacher or your line manager.
- Assist with iPad insurance claims and general enquires/support.