Salary:	NJC Pay Scale Grade D
Responsible to:	SLT
Date of Job Description:	May 2022

Purpose of the Role:

To contribute to the delivery of an effective ICT support service within the academy and to support across the trust to respond to identified needs of staff / pupils and maintain and update all ICT software and hardware within the school environment.

Main Tasks and Responsibilities

Key Duties

1. Contribute to the effective performance and service provision of ICT services and equipment to minimise disruption.
2. Participate in the backup and storage of data and information.
3. Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting.
4. Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information and minimise disruption.
5. Contribute to the maintenance of the network infrastructure and to keep significant IT systems up to date.
6. Communicates with staff and pupils as part of ICT technical support to solve issues and provide advice and guidance.
7. Support all staff and pupils in resolving hardware and software technical issues.
8. Makes decisions on routine issues relating to system procedures and issues.
9. Contribute to regular ICT audits of all ICT equipment using implemented procedures.

10. Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns.
11. Required to install and move equipment.
12. Install repair and replace ICT infrastructure including cabling, switches and switch cabinets.

Individuals in this role may also:
1. Carry out desktop publishing procedures.
2. May demonstrate own duties to new or less experienced staff.
3. Support ICT networks in other academies within the Trust.

Indicative knowledge, skills and experience
- Up to date technical knowledge of ICT, equipment, services, facilities all hardware and software applications to support learning and management within a school environment.
- Knowledge / skills equivalent to National Qualifications Level 2 or equivalent experience.
- Experience in the use of ICT technical support

General Duties:
- To act in accordance with FCAT's policies and procedures.
- To act as a role model and work in accordance with the Trust values: pride, ambition, respect, resilience, integrity and excellence.
- To encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within FCAT and our academies.
- To ensure compliance with the General Data Protection Regulations and maintain confidentiality in your working practices each day. To ensure compliance with FCAT's Health and Safety Policy at all times.
- To adhere to FCAT's Safeguarding policy and procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained.
- Any other tasks and responsibilities reasonably appropriate to this post and grade.
- To attend mandatory training and participate in performance development as required.
- To work in support of the Team FCAT Work and Wellbeing Charter.