

Role Profile					
Job Title	ICT Technician Level 3	Job No. (Office Use)	S15	Band/Band Range- (for career grades)	Grade E
Directorate	Children's Services		Department	School	
Division			Unit		
Reports to (Job Title)			Org Chart Attached?		
Suitable for Job Share (Y/N)			If No – reason		
Location			Shift Pattern		
CRB check required	Enhanced				
Job Purpose	Responsible for the running of ICT systems within the school, managing specialist curriculum/resource ICT functions. Also responsible for the line management of junior ICT staff. The post holder will have contact with children.				

Decision Making	<p>The job involves working within recognised procedures, which leave some room for initiative. Troubleshooting and repairing ICT problems where possible and deciding when to involve external agencies to provide technical support or on site engineers. The work may involve responding independently to unexpected problems and situations. The post holder generally has access to a supervisor or manager for advice and guidance on unusual or difficult problems.</p>
Accountabilities	<ul style="list-style-type: none"> • A member of the Senior Management team and will take a lead role in planning and budget responsibilities for ICT hardware and software. Advising with the maintenance of server installations and the broadband links with South West Grid for Learning. • Responsible for implementing backup and virus protection policies that maintain system integrity and security. • Maybe line management of a small team of junior ICT staff • Estimating future budget for ICT requirements. This would be for relevantly small budgets. This will include tracking expenditure against the budget for consumables. • Provides specialist support in the maintenance and develop of the school ICT infrastructure • Management of ICT related stock levels including the management of associated budget and regular audit of school ICT resources • Using specialist skills, training and experience support students with curriculum related ICT issues and assist the ICT coordinator to help develop curriculum provision • May be required to deliver learning opportunities to students within an agreed system of supervision • Occasionally attend Parent Consultation Evenings • Undertake other duties as directed and commensurate with the grading of the role
Demands	<p>Requirement to periodically lift and carry ICT equipment as well as working in restricted positions while maintaining equipment.</p> <p>There will be considerable work related pressure when required to fix problems with ICT equipment in order that lessons can proceed. There will also be periods of all morning or afternoon where information is checked, consumable stock levels are monitored and resources are catalogued. There will also be a requirement to answer queries form end users and maintain inventories of ICT equipment.</p>

Working Conditions	Minimal exposure to disagreeable people related behaviour and environmental working conditions.
Experience, Knowledge and Qualifications	<ul style="list-style-type: none"> • NVQ 4 or equivalent qualification or experience in relevant discipline e.g. networking and software across an organisation • A* - C in GCSE Maths & English • Knowledge of using the majority of desktop applications including educational software • Technical knowledge of a wide range of ICT solutions • Awareness and compliance with policy and procedure relating to child protection, health, safety and security, confidentiality and data protection • Awareness of specific health and safety issues relating to ICT • Organise, lead and motivate a team of ICT technicians • Understanding of a range of ICT networking equipment and software issues • Understanding of the way ICT is used to support learning • Self evaluate learning needs and actively seek learning opportunities
Skills and Technical Competencies	<ul style="list-style-type: none"> • Troubleshooting and finding solutions to complex ICT problems within the school as well as some planning over the medium term in support of the school's ICT infrastructure. Identifies the software, hardware and working practices, including network security, required to fulfil the functional specification as determined by the school leadership team. Plans and implements changes to the ICT infrastructure. Lead role within school for ICT and shares knowledge and skill with the school community. Investigate new technologies and work within agreed budget to purchase, install and ensure all staff are conversant with, new software and hardware. Plan the physical layout and cabling requirements for proposed new ICT infrastructure. Analyse situations and information in order to identify and resolve problems e.g. system errors, program problems, network issues, data errors etc. • Communicate matters of a specialist ICT technical nature with members of the team, staff, students and suppliers and contractors. Delivering potentially complicated training to staff on the use of ICT. May be required to deliver learning opportunities to students within an agreed system of supervision, exercising developed advisory and guidance skills. • Keyboarding skills for inputting data, supporting staff and students and maintaining basic equipment and resources plus operation of office equipment. Fine precision tools will be used when working on ICT systems and equipment.

**Corporate
Standards**

- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the council's constitution and its policies and procedures.
- Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.