**Job Description**

**ICT Technician**

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>ICT Technician</th>
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<tbody>
<tr>
<td>Grade and Salary:</td>
<td>Scale 5</td>
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<tr>
<td>Hours and Weeks</td>
<td>Full time – 37 hours, TT + 3 weeks</td>
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<tr>
<td>Responsible To:</td>
<td>ICT Lead</td>
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<tr>
<td>Responsible For:</td>
<td>N/A</td>
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1. **Scope**

This post holder will be proficient in providing a streamlined operation of the ICT areas of the school in alignment with the School’s objectives. The school consists of workstations made up of a combination of Windows PCs, tablets, netbooks, Apple iMacs, iPads and iPods. The post holder will work in a team who will ensure safe operation and maintenance of a number of other technologies within the school including reprographics and sound and light equipment.

Working directly with the ICT Lead Manager the post holder will be required to work with academies and other professionals to receive timely information, advice, guidance and support. The post holder will be required to coordinate a range of tasks and relationships where set procedures/guidelines do not always apply.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder’s professional responsibilities and duties.

The ICT Technician will work closely with all departments to identify, recommend, and support cost-effective technology solutions for all aspects of the organisation.

2. **Main Duties and Responsibilities**

- In conjunction with the ICT Lead Manager, manage and deliver the school’s ICT service.
- Be aware of school and government policies and deliver the ICT service in accordance with these.
- Adaptable to change in the way the school delivers its ICT service to ensure the best possible service delivery.
- Organise and supervise ICT & data systems within the school, contributing to the planning, development and monitoring of ICT support services.
- Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Develop constructive relationships and communicate with other agencies/professionals.
- Share expertise and skills with others.
Participate in training and other learning activities and performance development as required
Recognise own strengths and areas of expertise and use these to advise and support other

3. KEY TASKS

Assist in the management of the school ICT computer facilities & software
- Advise and assist the ICT Lead Manager regarding the procurement of all ICT equipment and consumables to include all supplier negotiations and stock auditing,
- Contribute to optimising the ICT department’s performance, including implementation of changes to office duties.
- Undertake maintenance of ICT hardware.
- Assist in the management of the school’s Xirrus wireless network.
- Assist with the management of classroom management software
- Contribute to the school ICT development plan to ensure effective and timely implementation within allocated areas of responsibility.
- Maintain access for information systems such as Renaissance, Vivo Miles
- Liaise with partners and suppliers of the school on ICT related issues.
- Assist with the technical upgrade, implementation and training for Eportal, BROMCOM, and learning platforms.
- Be responsible for the school’s audio visual systems

Maintenance of the school internal and external websites
- Assist with the management of the school’s intranet and internet web pages including the addition (but not drafting) of relevant content and articles.
- Develop the internet and intranet sites in line with SLT’s requests.

Assistance to staff and students using ICT - including software support
- Setting up of equipment for the delivery of the curriculum.
- Contribute to ICT training and advise school staff as appropriate.
- Staff software training where required.

Service desk support
- Contribute to thr development of a Help Desk system that ensures requests for work are prioritised and completed in line with the department’s standards.
- Work towards achieving and maintaining ITIL recognised standards of support.
- Problem solve and troubleshoot issues on the staff & students computers such as software, hardware, configuration and user errors.
- Provide a high quality of user support to include:
  - Impero
  - Microsoft Office Packages (including Outlook)
  - Desktop support
  - Peripherals support
  - VOIP phone training for staff
  - Effective use of interactive display boards and related software
- Install software as required and to expected standards.
ICT hardware installation and maintenance
- Manage IT projects including the installation and configuration of new and existing IT equipment.
- Carry out repairs and maintenance to hardware to maximise the efficiency of equipment.
- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures and legislation.
- Manage and maintain the school’s network cabling infrastructure.
- Be responsible for the assessment of new education builds: including effective implementation and functionality.
- Be responsible for providing a staff pc clinic to school

Bromcom & Data Management
- School MIS administration and fault remedy
- Oversee Bromcom data input
- Responsible for Bromcom data capture (surveys) as required
- Contribute to the development of Bromcom as the school’s main source of MIS and report generation.
- Ensure availability of ePortal for online registration.
- Be responsible for the school’s assessment software including fault resolution, updates, backups and data transfers.

Auditing
- Ensure an up to date inventory is maintained.
- Manage school’s equipment cleaning audit to include computers, laptops and data projectors.
- To assist with the production of an annual audit of the ICT equipment for the ICT Lead Manager

General
- Carry out all problem solving, changes, configuration, availability, capacity and continuity processes in-line with the framework for ICT in school’s recommendations and guidelines.
- Actively pursue training and accreditation on agreed plans for the school network and system developments and upgrades including software.
- Take responsibility for own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the school as a learning organisation.
- To contribute to the Health and Safety of pupils and other staff in accordance with Health and Safety regulations and DSE legislation.
- Manage the effective implementation of projects and school ICT initiatives.
- To undertake any other duties and responsibilities, which do not change the character and purpose of the post as directed by the Principal.

Working Conditions
- Sitting for extended periods of time
- Dexterity of hands and fingers to operate a computer keyboard, mouse, power tools, and to handle other computer components
- Occasional inspection of cables in floors and ceilings
- Lifting and transporting of moderately heavy objects, such as computers and peripherals
- Ability to access the whole site to review/check ICT equipment
- A substantial amount of work involving visual display units
• Evening work will be required from time to time to support events for which flexibility in working hours is essential
# Person Specification

## ICT Technician

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<tr>
<th>Specification</th>
<th>Desirable</th>
<th>Essential</th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>Experience in relevant discipline or related qualification. Excellent numeracy/literacy skills. Excellent keyboard and data entry skills. Willingness to work flexibly when required.</td>
<td>Hold a recognised computer or network qualification at NVQ level 4 or equivalent experience.</td>
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<td><strong>Experience</strong></td>
<td>Experience in use of school MIS. Experience of working in an education environment. Experience of procurement and budget management.</td>
<td>Experience in Network management. Experience of working in a similar role. Experience of managing and interpreting data. Experience of installing and configuring computer hardware and software and managing projects.</td>
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| **Knowledge** | • Understanding of client/server architecture  
• Knowledge of computer systems/networks and a range of software applications  
• Understanding health, safety and welfare regulations and best practice affecting ICT  
• Understanding Data Protection requirements  
• Exceptional technical knowledge of network and PC operating systems in particular for managing and configuring authority and school-wide LANs, WANs, WLANs, VPNs, etc.  
• Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards  
• Excellent knowledge of current protocols and standards  
• Knowledge and understanding of telecommunications principles | |
| **Practical Skills** | • Ability to analyse data accurately  
• Ability to prioritise and delegate effectively  
• Ability to relate well to people on all levels  
• Work constructively as part of a team, understanding school roles and responsibilities and your own position within these  
• Ability to identify own and others’ training & development needs and cooperate with appropriate individuals to address these  
• Strong inter-personal skills  
• Exhibit excellent customer care skills  
• Able to solve problems and design solutions and demonstrate ICT support skills  
• Ability to relate well to children and adults  
• Ability to interpret advice/statute and to devise policy/practice in the light of these  
• encourage their development  
• Ability to work within a multi-disciplinary team effectively  
• Ability to persuade, motivate, negotiate and influence  
• Full working knowledge of relevant polices/codes of practice/legislation | |
| **Personal Attributes** | • To be organized and efficient  
• Reliable and punctual  
• Have a polite, friendly and flexible approach to work  
• To have a good sense of humour  
• To follow instructions  
• To keep calm and professional at all times  
• Interpersonal – common courtesy, tact and confidentiality  
• Working in close proximity to and inspiring and motivating others | |
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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person-specification includes what we believe are fully justifiable essential and desirable selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. An Enhanced DBS check will be carried out for all employees and volunteers. We are a no smoking site.