**Job Description**

**Post:** SeniorICT Technician

**Responsible to:** ICT Network Manager

**Responsible for:** ICT Technician(s)

**Grade:** Scale 6

**Prime Objectives of the Post**

To work as part of the ICT Support Team, to support the effective use of ICT to meet the changing needs of the Academy and enable students to achieve their potential. To lead in ICT incident and problem management. To provide guidance, support and supervision of the ICT Technician(s).

**Main Duties and Responsibilities**

**Specialist Function**

1. Working to the ICT Network Manager’s direction to ensure the effective maintenance and management of ICT/AV hardware, software and processes.
2. Administrate Active Directory, Exchange, and Office365.
3. Install new and upgraded software and hardware.
4. To participate in setting plans and processes to manage installations and upgrades to ICT equipment, software and infrastructure.
5. To monitor and manage reported faults and requests, including via the helpdesk. Manage the ICT Technicians and external support companies responsible for resolving faults and requests.
6. To provide subsequent support for the use of ICT across the academy and external facilities/events, including fixing faults, troubleshooting and setting up equipment.
7. To take on responsibility for the project management of changes and implementations to ICT equipment, software and infrastructure, as delegated by the ICT Network Manager.
8. To assist in maintaining appropriate inventory and cataloguing systems.
9. To keep abreast of developments in technology and their application for education.
10. To offer recommendations to the ICT Network Manager on additional and better use of ICT resources in the Academy.
11. To provide support for assemblies and Academy events, working with staff and students to ensure all equipment requirements are met.
12. Support of whole Academy initiatives to develop the curriculum.
13. To contribute to in-house training for in-house staff, including updates on software developments and impact on the academy.

**Curriculum Development**

1. To have an awareness of improvements, alternatives and more innovative use of ICT in the curriculum including e-learning technologies and enhanced learning environments, and to share this with the ICT Network Manager/Finance Director.
2. To offer advice to the ICT Network Manager on developments in the use of ICT for education, including recommendations for purchasing of IT related equipment.
3. To provide support in the use of ICT and Audio-Visual/Multi-media and liaise with curriculum staff to ensure all requirements are met, and to work with students in the use of these facilities.
4. To assist in the effective running of online exams, and to provide appropriate support as required during the exam.

**General**

1. To take part in any CPD activities appropriate to the role.
2. The postholder will be required to undertake any other professional duties as required by the line manager and/or the head teacher.