



The King's School Job Description

ICT Technician	
Purpose:	To support the IT services department delivering ICT support to both staff and students and local primary schools. The installation and maintenance of ICT and associated equipment.
Reporting to:	Network Manager
Liaising with:	ICT Technicians, staff and students, primary school staff
Working time:	08.30 - 17.00 Monday to Friday (16.30 on Friday) - lunch break 1 hour 37 hours per week, 52 weeks per year
Salary/grade:	Support staff scale C - £15,963 to £17,865
Disclosure level:	Enhanced
Support teachers by:	<ul style="list-style-type: none"> • Helping in the organising and managing of an appropriate learning environment and resources. • Assist staff as required with software and hardware problems.
Support students by:	<ul style="list-style-type: none"> • Resetting passwords. • Recovering data. • Within the classroom, help in assessing the needs of students and use knowledge and skills to support students' learning. • Establishing productive working relationships with students, acting as a role model and setting high expectations for behaviour and learning. • Promoting the inclusion and acceptance of all students within the classroom. • Supporting students whilst recognising and responding to their individual needs. • Report any inappropriate use of IT and assist with any appropriate preventative measures.
Support the curriculum by:	<ul style="list-style-type: none"> • Ensuring equipment in classrooms is functional, fit for purpose and safe. • Maintaining software and hardware available to both teachers and students. • Identifying and modifying systems to improve the learning experience.
Support the school by:	<ul style="list-style-type: none"> • Being aware of, and supporting, difference and ensuring all students have equal access to opportunities to learn and develop. • Contributing to the overall ethos/work/aims of the school. • Establishing constructive relationships and communicating with other agencies/professionals, in liaison with the teacher, to support achievement and progress of students.
Staffing:	<ul style="list-style-type: none"> • To engage actively in the appraisal process.
ICT duties:	<ul style="list-style-type: none"> • Connect and check hardware for normal operation including the setup of suitable desktop environment for users of a standalone PC. • Install software applications, install and test new peripherals including complete applications and set software options, such as default directory. • Follow manufacturer's instructions to support the use of hardware, such as installing drivers. • Diagnose and resolve PC, printer, peripheral and software faults, carrying out any required maintenance of applications. (e.g. install service packs). • Follow instructions to run network monitoring reports or utilities; inform line manager of issues noted and perform diagnostic and recovery routines on network equipment. • Identify and install essential software patches and, by following detailed instructions, configure network clients including allocating required software and connecting to the correct server. • Install and set configuration options for equipment such as switches and routers and install software and on server, trouble-shooting installation identifying application compatibility issues. • Identify failing systems and assist in their resolution. • Assist with the installation of equipment including but not limited to smart boards, projectors, computers, tablets and printers. • Assist in the installation and maintenance of standard network cabling. • Ensure that the installation of fixed equipment is safe and to proactively identify unsafe equipment and/or installation and take remedial action if necessary.



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ICT duties (continued):	<ul style="list-style-type: none"> • Assist with the day-to-day maintenance of computers, projectors and any other hardware. • Support and maintain any equipment using the network, including CCTV, telecoms, wireless, cashless canteen system and access control systems. • Contribute to documentation of ICT software, systems and infrastructure.
Primary schools IT support:	<ul style="list-style-type: none"> • Be first point of contact for 2 primary schools. • Provide IT support to primary schools over the phone and where appropriate in person. • Installation and support of new equipment and/or software. • Assist in planning new upgrades/infrastructure.
Other specific duties:	<ul style="list-style-type: none"> • To play a full part in the life of the school community, to support its distinctive mission and ethos and to encourage staff and students to follow this example. • To provide a level of sustained and substantial contribution to all aspects of the school commensurate with experience and pay grade. • To promote actively the school's corporate policies. • To continue personal development as agreed. • To comply with the school's health and safety policy. <p>Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.</p>
<p>Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.</p> <p>The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.</p>	
<p>This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title. Safeguarding the students is of the highest importance to use - all staff will require enhanced DBS disclosure.</p>	