TRUST IN LEARNING ACADEMIES BRISTOL

JOB DESCRIPTION

Place of work: Bridge Learning Campus

Job Title: ICT Helpdesk Technician – Level 3

Job Level/scale: Grade 8/9

Reporting to: ICT Network Manager

Job Purpose: To work alongside all ICT Network colleagues to provide 1st and 2nd line reactive support to ICT incidents at Bridge Learning Campus when appropriate.

 This role will primarily be responsible for reactive processes, whilst also assisting with proactive approach.

Part 1: your job

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| **Responsibility for:** | **To include:** |
| Main Responsibilities | Under the direction of the ICT Manager: * To ensure the hardware and software audits are maintained and that a knowledge base is kept on hardware and software systems accordingly.
* To provide support for all network systems. Acting to prioritising incidents based on the dynamics of the Campus.
* Manage the day to day running of the helpdesk system.
* To maintain all ICT user end devices within the Campus, including but not limited to desktop and laptop workstations, computer peripherals, local and network printers, interactive whiteboards and projectors.
* To ensure appropriate processes are followed when making minor changes to systems that include but not limited to application installation, user management and computer management.
* Create and track orders for new hardware and software as required.
* Contribute to the development and refreshment of the network systems as required.
* Provide support and guidance to pupils and staff in the use of ICT as necessary.
* Carry out all necessary checks on all ICT equipment throughout the Campus.
* To work off-site supporting schools within the Trust
* To be the first point of contact for the department in the absence of the ICT Manager
* Maintain Servers and services, service packs, hot fixes and software updates including security vulnerabilities on all servers
* Manage active network components including switches, routers and bridges; install additional servers and upgrade the network operating system where and when appropriate
* To liaise with the IT Network Manager to offer advice and guidance in the strategic development of ICT and work on Trust projects.
* To be responsible for ensuring the central and effective backups of the system are completed, organised and stored securely
* To Supervise ICT technicians
* In addition to those detailed above, other duties may be undertaken from time to time and the specific duties of the post may change as the post develops. You will be expected to co-operate where such changes are reasonable.
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| **Other Responsibilities** | * To ensure compliance with Health and Safety at Work Act 1974, and all other policies related to health and safety, and to ensure compliance with the Data Protection Act 1988.
* To ensure compliance with data protection laws and safeguarding procedures
* To report to the Senior Leadership Team and Governors as required and advise where appropriate.
* To carry out any other duties in line with your grade as directed by the ICT Network Manager
* To Supervise
* To participate in the Campus’ appraisal, ensuring that performance standards and targets are set and met within the agreed timescale.
* This role has been identified as falling within the definition of requiring fluency in spoken English. You will be required to speak English with confidence and be able to conduct a conversation and answer questions for extended periods of time using technical language where required.
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Part 2: Personal and Professional Conduct

A member of staff is expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct whilst working at BLC:

1. Members of staff are expected to maintain high standards of ethics and behaviour, within and outside school, by:

1. Treating students/pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to a member of staff’ position having regard for the need to safeguard students’/pupils’ well-being, in accordance with statutory provisions
2. Showing tolerance of and respect for the rights of others
3. Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
4. Ensuring that personal beliefs are not expressed in ways which exploit students/pupils’ vulnerability or might lead them to break the law.

2. Members of staff must have proper and professional regard for the ethos, policies and practices of the campus in which they work, and maintain high standards in their own attendance and punctuality.

Additional Duties

Any other duty deemed reasonable, as directed by the Headteacher.

Review of Performance

The Appraisal cycle will focus on the post holders’ job as whole and particular responsibilities. There is recognition that however good we are at our jobs, we should embrace the notion of ‘continuous improvement’.

Code of Conduct

The campus expects all staff to ensure that their standards of conduct are, at all times, compliant with the Bridge Learning Campus Code of Conduct.

Generic Responsibilities

* All members of staff at Bridge Learning Campus have a collective responsibility for securing the vision of the Campus and the benefits of all-through and inclusive education
* All members of staff have a responsibility for helping to develop and secure continued improvement for their ‘school’ or phase of education
* To play a full part in the life of the Campus community, to support its distinctive vision & ethos and to encourage staff/students to follow this
* To follow all Campus policies
* To work in a co-operative and polite manner with all stakeholders.
* To work with Students in a courteous, positive, caring and responsible manner at all times
* To follow the child protection procedures. To ensure that children’s safety and wellbeing is never compromised
* To be polite, cooperative and positive when communicating to other staff
* To take an active and positive role in the campus’s commitment to the development of staff, and their annual appraisal procedures
* To work with visitors to the campus in such a way that it enhances the reputation of BLC
* To seek to improve the quality of the campus’s service
* To present oneself in a professional way that is consistent with the values and expectations to the campus.

This job description is current at the date shown, but, in consultation with you, may be changed by the Director of Phase or Chief Executive to reflect or anticipate changes in the job commensurate with the grade and job title. Whilst every effort has been made to explain the main responsibilities and duties of the post, each individual task undertaken may not be specified.

Date of Job Description: ……………………………………..

Signed:…………………………………………………………………………. (ICT Helpdesk Technician – Level 2)