



Basic Job Profile 2018 ICT Technician

The candidate will:

- Have a driving license
- Be someone who works well in a team
- Be able to work with a variety of staff and students, and be able to build good working relationships
- Be well presented and have a professional approach
- Be organised and consistent
- Be able to work under pressure and meet deadlines
- Be someone who is prepared to take part in training and personal development to both maintain and extend skills and knowledge
- Have excellent interpersonal, verbal and written communication skills
- Be confident in dealing with all levels of stakeholders
- Have the ability to apply problem solving techniques and get results
- Be able to prioritise tasks whilst working under pressure
- Have the ability to troubleshoot, investigate and resolve technical issues
- Have the ability to react quickly and effectively to issues and opportunities
- Have good knowledge of Microsoft Windows 10, 8, Office software and other desktop products such as Apple Products

Desirable

- Knowledge of Windows Server

Key Tasks to include:

- Provide technical advice in support of the resolution of ICT incidents
- Work with the Trust Office central ICT team to ensure escalated ICT issues are resolved
- Work with the Trust Office central ICT team in implementing ICT systems
- Document the setup and configuration of all school ICT systems and ensure operating procedures are in place
- Develop proactive procedures to ensure the smooth running of ICT systems
- Monitor and maintain ICT systems and undertake action to ensure consistent delivery of ICT services
- Manage ICT incidents in a structured way using a helpdesk tool
- Manage ICT problems to resolution
- Ensure ICT changes are managed in a structured way
- Ensure local school policies and procedures are followed to maintain fully operational, robust and secure ICT systems
- Provide advice and guidance on the use of ICT systems
- Maintenance and repairs to equipment (in classrooms and offices, as well as in the workshop)
- Installation of equipment and software
- Software updates
- Software licences records maintenance
- Asset inventory maintenance
- Support maintenance of user accounts and permissions
- To take deliveries of stores, materials and other goods and lift and carry equipment, and furniture as required
- Replenishment of consumables (e.g. Ink)

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