PATCHAM
HIGH SCHOOL
One Team, One Dream

JOB DESCRIPTION

JOB TITLE: ICT Technician - Role C

SECTION: Schools

Roles B and C are specified as a linked grade with set criteria for progression

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**Please note;** _this is a Generic Job Description. It describes the level of responsibility that you will be required to undertake. Within this role you will be required to carry out the majority of the tasks listed, and your line manager will advise you of those that are not applicable._
Each school is organised differently and the range of duties carried out at each level may be different in each school. Some jobs may carry out a diverse range of duties whilst others may be engaged on a narrower range of tasks. The following role profiles give examples of the types of work that may be carried out at each level. The list is not exhaustive and is intended to give an indication to help schools assimilate jobs to the appropriate level.

PURPOSE OF JOB

Uses skills and knowledge acquired by experience and training to provide an effective technical support service to all users of school information and communication technology equipment and systems, including **taking responsibility for Incidents, Tasks and Problems of a more complex nature, e.g. tasks that may compromise network security or the resetting of devices that may affect multiple users, under the guidance** of senior ICT staff.

PRINCIPAL ACCOUNTABILITIES

Desktop & Applications Support / Server & Network Support / Configuration & Installation

- **Perform less straightforward ICT hardware repairs and upgrades**, including those outside of own experience, that may require **some investigation to resolve/complete.**

  Diagnose and resolve less straightforward PC, printer, peripheral and software faults and problems and carry out remedial action as required.

- **Take responsibility for Incidents, Tasks and Problems of a more complex nature, reflecting the greater experience required to this level, e.g. Tasks that may compromise network security or the resetting of devices that may affect multiple users.**

- **Use technical knowledge to discriminate between Incidents and Problems in order to understand when a quick fix is not sufficient to permanently resolve a problem and advise senior staff accordingly.**

- Set up and test equipment, security marking and recording asset details in a centralised system.

- Follow instructions **to maintain user accounts and permissions, e.g. lock user accounts of pupils accessing inappropriate material through the internet.**

- **Undertake basic analysis of trends in the usage of ICT equipment, services and infrastructure in order to pre-empt Problems and prevent future Incidents, thereby minimising network downtime or other interruptions to services.**

- Advise **and support students and staff in the use of ICT equipment and peripherals, answering more complex queries and demonstrating correct usage of specific programmes / systems, to ensure all users can access the available equipment.**

- Attend lessons when required to assist pupils with ICT work.

- Provide support to teaching staff in relation to the preparation and delivery of units for the National Curriculum, e.g. assist with preparation of ICT material from curriculum guidelines.

- Assist with ad hoc ICT projects, e.g. testing network software and installing local software.

- **Liaise with equipment supplies as required to discuss purchase of equipment/consumables within agreed guidelines and budget constraints.**

- **Liaise with external contractors/suppliers to arrange installation /maintenance / repair of ICT equipment/services as required**.

Health & Safety and other Policies

- Be aware of and comply with policies and procedures relating health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

- **Raise awareness among staff, pupils and other users of Health & Safety procedures, e.g. give a brief safety induction session for new teachers/users, suggest to a member of staff that moving a monitor would reduce eye strain.**

Budget and People Management

- Purchase **lower value items, e.g. one-off software or peripherals**, following school procedures.

- **Track expenditure against a budget and produce simple estimates for planned expenditure on consumables.**

- **Provide technical guidance and encouragement to less experienced colleagues to help develop expertise within the team and ensure that a complete ICT support service is available to all users.**

Micellaneous

- Participate in training and other learning activities and performance development as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to *undertake* various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

December 2017
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