**Basic Job Profile 2017**

**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)