SENIOR ICT TECHNICIAN

JOB DESCRIPTION

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| Line Managed by: | ICT Network Manager |
| Line Manager for: | n/a |
| Salary Scale: | NJC Scale 5(pt range 22-25) or  NJC Scale 6 (pt range 26 – 28) DOE |
| Hours: | 36 hours, 52 weeks per year |
| Annual Leave: | 23 days per annum, to be taken during the school holiday periods unless agreed with line manager |
| Contract | Permanent |

**Key Roles:**

* To ensure the availability of a fully operational network, class computers and any other ICT equipment, liaising with off-site technical support where necessary.
* To promote the use and understanding of ICT within the school with staff, students and parents.
* To ensure the efficient running of and maintenance of all ICT facilities

**SPECIFIC DUTIES AND RESPONSIBILITIES:**

**Key Accountabilities:**

**HELPDESK SUPPORT**

* Answering and logging calls on the helpdesk
* Escalate unresolved issues to third parties as instructed by the ICT Network Manager
* Processing escalated calls with third parties
* Updating customers on the progress of support calls

**TO ASSIST IN THE MAINTENANCE OF THE SCHOOL’S ICT NETWORK:**

* To provide support for the school’s complete ICT infrastructure, including servers, workstation and all ICT related peripherals within the school.
* To maintain a fully up to date inventory of all hardware and software within the school

**TO ASSIST IN THE INSTALLATION OF NEW AND EXISTING HARDWARE AND SOFTWARE ACROSS THE NETWORK**

* To install new and existing software on existing pcs
* To perform complete installations on new pcs
* To install, configure and maintain anti-virus software across the network
* Working with the ICT Network Manager, to check all Office and Teacher pcs have correctly updated after a Sims upgrade
* To set up new pcs and other hardware as required and to make sure that all newly set up hardware is left in a “ready” state for staff/student use
* To work with the ICT Network Manager by recommending hardware requirements

**TO PROVIDE TECHNICAL SUPPORT FOR ALL USERS, CURRICULUM AND ADMIN**

* To administer e-mail and user groups and accounts within the school
* To configure and maintain all software applications for consistent use

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| * Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees are 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. * Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers. * 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. |
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| This job description is current at the date shown, but following consultation with you, may be changed by the headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title. |

Signed (postholder) Date

Signed (Headteacher) Date