

**THE GOVERNING BODY OF  
John Henry Newman Catholic College  
JOB DESCRIPTION**

Post Title:	<b>IT and Media Technician</b>	Effective From:	Summer 2018
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The appointment is made to the College rather than any individual area and duties may be required outside the usual day-to-day work. All Staff are part of a team of Teaching and Support Staff, bound in common service in the light of Mission Statement and School Improvement Plan.

Reporting to:	Head of Digital Communications and IT
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**PURPOSE OF POST:**

To provide first and second line support to staff, both administrative and academic and pupils on a wide range of IT matters, specifically providing technical support for technologies in the school used for Media, Music, Drama and school events to assist the IT Services department in supporting users of the School systems through a variety of administrative tasks.

**Responsibilities and Duties**

Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact.

**Assisting in Maintaining the College's ICT Network And Systems**

- To assist the Network Manager in the maintenance of the College's ICT network and systems
- To provide first and second line support to staff and pupils, advising and resolving issues
- To assist in the day to day support of the College's network
- Installing, operating and maintaining network services, firewalls, routers, hubs, NAS, switches and other network/system devices
- Ensuring support requests are dealt with in a timely and efficient manner
- Providing hardware and software support for all servers, computers and mobile devices
- To assist in the management of user accounts, including resetting passwords, updating printer credit and wireless access requests
- Ensuring the ICT facilities are in full working order including providing paper and toner for printers
- Maintaining all peripherals within the School
- To assist in the installation and maintenance of all software on computers
- To provide technical support to teaching staff using the IT equipment, including whiteboards, projectors and audio systems during lessons and to assist pupils, if directed by teaching staff
- To assist in the on-going development of ICT systems in School to enable the delivery of the electronic classroom
- To work flexibly in promoting the best practice use of IT facilities at the School
- Troubleshooting incidents in order to accurately isolate the cause and providing working solutions

- To provide out of hours support for school functions and system maintenance events such as Open Evening and Awards Evening and College Production.

### **Learning Platform & Digital Media Resources**

- To assist in the maintenance, administration and upkeep of the College's Learning Platforms and digital resources.
- To maintain and operates the school's audio-visual and multimedia systems, including, but not limited to, the school's presentation systems, digital signage, music technology, media resources and interactive technologies; provides support for such multimedia systems and services
- To produce media content for the College such as videos and presentations

### **Media and Theatre**

- To support College activities in the theatre with technical assistance in light, sound and audio/visual equipment.
- To arrange the servicing of equipment within the Theatre.
- Set-up ICT/audio-visual equipment for assemblies, presentations, meetings and school events
- Monitor the College's equipment register and support users by providing expert advice and assistance.

### **Policies and Procedures**

- To maintain support documentation
- To actively enforce the College's ICT AUP usage policy
- To update and develop the ICT department asset database
- To assist in keeping system documentation and policies relevant and accurate

### **Administrative and general duties**

- To organise consumable stock levels
- To liaise with external agencies supporting the College's IT systems as required
- Other administrative duties as directed by the Head of IT

### **WORKING HOURS**

Working hours will be 37 hours a week term time plus 4 weeks. Core hours worked will be Monday to Friday 8.00-4.00pm with flexibility required for evening events.

### **SAFEGUARDING**

The post holder is responsible for promoting and safeguarding the welfare of children, young people and vulnerable adults she/he comes into contact with.

### **NO SMOKING POLICY**

The school operates a 'No Smoking' policy. As such, the post holder is required to refrain from smoking anywhere on the school site.

### **HEALTH & SAFETY**

The post holder will be responsible for their personal Health and Safety as per the school's Health and Safety Policy.

As an employee of John Henry Newman Catholic College, the post holder will be responsible for observing their Health and Safety responsibilities as laid down in the Health and Safety Policies. In addition, the post holder will be responsible for co-operating with their Line Manager so that they may discharge their Health and Safety responsibilities effectively.

The postholder should refer to, and take note that specific responsibilities are detailed in Health and Safety Policies.

### **INFORMATION QUALITY**

You are responsible for ensuring that you comply with the school's Information Quality Standards

### **TRAINING AND DEVELOPMENT**

The College is committed to personal and organisational development of the individual. The post holder will be encouraged to contribute to identify and meet job related development needs.

### **DATA PROTECTION**

As an employee of the school, the post holder is expected to manage information in accordance with the standards outlined in the College's Records Management and Information Security Policies. They will ensure that information is held and transmitted securely in a manner commensurate with its sensitivity and that it complies with the provisions of the General Data Protection Regulation 2018.

### **EQUAL OPPORTUNITIES**

John Henry Newman Catholic College is committed to a wide range of diversity issues including Equal Opportunities.

As an employee of John Henry Newman Catholic College the post holder is expected to demonstrate a commitment to a wide range of diversity issues including Equal Opportunities.