**The Charter School**

**Assistant ICT Technician**

**Salary:** Hay 3 (points 8 – 15)

**Working time:** 36 hours, 52 weeks a year

**Responsible to:** ICT Network Manager

**Job Purpose:**

**Flexible and physically fit to be alert and ready to attend all support calls.**

The Assistant ICT Technician is responsible for:

* Providing a first class ICT Helpdesk service including logging and first line resolution of fault calls from staff and students, following progress on outstanding calls, liaising with staff, students and contractors and providing help and information.
* Carrying out routine ICT functions such as hardware and software installation, backups and maintenance of ICT furniture as required.

**Job Specification**

* To provide first line support to staff and students, assisting them with hardware, software and peripherals, network and communications problems by email, phone, remote and desk-side support.
* To ensure all support calls and service requests are logged and working to any agreed Service Level Agreement.
* To assist in the administration of staff and students network accounts within the school in relation to the creation of user accounts, passwords, email accounts and security access.
* To assist with 6th formers BYOD connecting to the WIFI
* To assist with examination laptops and setting up and testing classroom software.
* To assist with the installation of new and replacement hardware as required for users or network / systems upgrades.
* To assist with the maintenance of the ICT asset register, ensuring all assets are tagged and recorded on the register.
* To maintain ICT furniture, connections and cables making sure that they are safe.
* To assist with the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
* To check and re-fit toner and cartridges and carry out periodic printer maintenance.
* To assist with the maintenance of whiteboards projectors and audio equipment.
* To assist with the administration and verification of backups.
* To assist with the maintenance of the school telephone system.
* To work at other local feeder or Charter Educational Trust schools as and when required.

**General**

* To be flexible within the broad remit of the post.
* To attend school events as required.
* To attend training sessions and meetings on and off site as and when required.
* To ensure compliance within the school of data protection regulations.
* To assist in such duties and activities relating to any of the above areas appropriate to grade as the Headteacher and Governors shall from time to time reasonably require.

**Assistant ICT Technician – Person specification**

**Qualifications & Experience**

* Studied to a minimum standard of GCSE (grade A\*-C) or equivalent, in English and Maths
* Experience of working in a customer based environment dealing with customers in person and by telephone
* Experience of upgrading PC based hardware
* Experience of installing PC based software
* Experience of using hand tools for the repair and maintenance of ICT furniture.

**Knowledge & Skills**

* Ability to build and form good relationships with colleagues and students.
* Ability to work constructively as part of a team, understanding school roles and responsibilities including own.
* Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and suppliers / contractors.
* Good standard of numeracy and literacy skills
* Good working knowledge of a range of ICT software, hardware and other resources
* Proficient in the use of office computer software including word-processing, spreadsheet, database and internet systems.
* Ability to do some heavy lifting, physical fitness appropriate to tasks required

**Personal Qualities**

* Initiative and ability to prioritise one’s own work.
* Able to follow direction and work in collaboration with line manager and colleagues.
* Able to work flexibly to meet deadlines and respond to unplanned situations.
* Efficient and meticulous in organisation.
* Desire to enhance and develop skills and knowledge through CPD.
* Commitment to the highest standards of child protection.
* Recognition of the importance of personal responsibility for Health & Safety.
* Commitment to the school’s ethos, aims and its whole community.