



## Job Description

<b>Post title:</b>	<b>ICT Technician</b>
<b>Salary:</b>	<b>Grade 3 or 4 dependent on experience</b>
<b>Reports to:</b>	<b>Cluster Network Manager</b>
<b>Working hours:</b>	<b>37 hours per week, all year round or term time only</b>

### Purpose of the Post

To assist in servicing and maintaining academy ICT systems and equipment, to work with and assist the Diverse Academies ICT Support team, and to help staff and students with ICT problems.

### Main Duties and Responsibilities

- To service and maintain all computers and IT equipment within the academy, arranging for repair as necessary
- To monitor equipment on a day to day basis to ensure all computer hardware functions safely and effectively to meet the needs of the academy
- To deal with ICT queries from teachers and support staff via the helpdesk
- To identify faults with ICT hardware and software and correct and/or recommend further action
- To maintain accurate back-up systems of all the school's management information systems and data
- To manage an accurate inventory of all ICT equipment and security mark all school assets in line with Financial Regulations
- To provide technical support and advice to teaching staff, support staff and students in their use of ICT equipment, systems and audio-visual equipment
- To systematically monitor the ICT network for viruses, unauthorised software and misuse
- To support the IT Core Team in maintaining the network band commissioning new equipment and software
- To advise the IT Core Team in the procurement of equipment and software where appropriate
- To supervise outside contractors on site when required for maintenance and installation of ICT equipment
- To establish effective customer relationships, using effective interpersonal skills, and placing a high value on customer satisfaction
- To embrace change, supporting new and collaborative ways of working and sharing best practice
- To demonstrate a commitment to the ongoing development of yourself and others, updating your knowledge of developments in Information Technology and participate in professional development events
- To provide technical support across the Diverse Academies Trust

**Additional:**

- All staff have a responsibility for providing and safeguarding the welfare of children and young people they are responsible for or come into contact with
- The contents and allocation of particular responsibilities/duties may be amended after consultation from time to time as part of a broader structural review
- The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by their own training needs and the needs of the service
- DALP (Diverse Academies Learning Partnership) promotes the employment of disabled people and will make any adjustments considered reasonable to the above duties.
- All employment requirements, rights and benefits comply with DAT (Diverse Academies Trust)



## Person Specification

The following qualities are all deemed fundamental to the requirements of the post. The Trust will, therefore, be seeking evidence of these in the selection process, which will include the application, interview(s) and references.

The Trust is seeking to appoint highly skilled, dynamic, flexible and committed staff with the potential to help us realise our vision and strategic objectives. The appointing panel will, therefore, require sufficient evidence of ability and achievement in each of the following areas in order to make an appointment.

Category	Essential	Desirable	Evidence
<b>Qualifications</b>			
GCSE A* - C in English and Maths	✓		Application form
Recognised ICT Qualification		✓	
<b>Experience, knowledge and understanding</b>			
Recent experience of working in a busy ICT environment	✓		Application form / Interview / References
Knowledge of software & network integrity	✓		
The ability to install, test and maintain hardware and software for networks and stand-alone use	✓		
The ability to manage maintenance and repair procedures	✓		
Knowledge of health and safety requirements	✓		
Previous experience of working in an educational environment		✓	
A willingness to undertake further training and professional development		✓	
<b>Personal attributes and qualities</b>			
The ability to solve problems and make decisions remaining calm under pressure or during unexpected circumstances	✓		Interview
The ability to work flexibly and supportively with staff and students	✓		
Strong interpersonal and communication skills	✓		
Good planning and organisational skills with the ability to manage conflicting demands and meet deadlines	✓		
Commitment to the safeguarding and welfare of all students	✓		
An effective team player but also able to think and work independently	✓		
Resilience, motivation and commitment to driving up standards	✓		
Readiness to reflect and self-evaluate, and the ability to change, develop and improve	✓		
<b>Other</b>			
The post holder will be subject to an enhanced Disclosure & Barring Service check	✓		Pre-employment checks
Prior to confirming an appointment to the Trust, individuals are asked to complete a medical questionnaire in order that the Trusts Occupational Health provider can ascertain their medical fitness for the post	✓		