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| Job Description: Level 3 Apprenticeship: ICT Technician  **Grade:** Level 3 apprenticeship  **Hours:** 36 Hours per week, term time only + 4 additional weeks | |
| **Responsible to** | ICT and Network Manager |
| **Core purpose** | With support and direction from the ICT Manager, the Business Manager and other school staff, the post holder will provide technical ICT support to the school.  As a first point of contact for ICT technical enquiries using safeguarding and confidentiality principles at all times the post holder will be calm, professional and courteous whilst promoting the ethos and values of the school. |
| **Specific Duties** | |
| * To perform first level support for all ICT related issues providing a professional, efficient and effective ICT technical support service. * To assist in maintaining, upgrading and repairing a wide range of ICT equipment in line with appropriate health and safety procedures. * Troubleshoot software related issues. * Liaise with staff, students, visitors and external agencies in a professional manner. * To assist in the maintenance of the schools checks of ICT equipment inventory, reporting breakdown for services as required. * To carry out daily checks on printers and photocopiers to ensure they are in full working order and stocked with consumables, reporting any issues for repair as necessary. * To provide technical support for out of hours school events such as Open Evening, Parents’ Evenings and Awards’ Evenings. * To undertake a wide range of technical and administrative tasks as requested and as deemed appropriate to the role. | |
| Whole school contribution | |
| * Be aware of and comply with school policies and procedures in particular those relating to safeguarding and child protection, equality, health and safety, confidentiality and GDPR reporting all concerns to an appropriate person. * Contribute to a positive ethos within the school. * Attend relevant meetings as required. * Evaluate and improve your own performance and participate in training and development as required.   Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken is not identified.  Employees will be 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.  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. | |

The job description is not necessarily a comprehensive definition of the post and the staff member may be required to undertake such other tasks appropriate to the level of appointment as the Head teacher may require. It will be the subject of review and may be modified or amended after consultation with the post holder.

ISSUED BY:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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