Job Title: ICT Technician

Responsible to: ICT Network Manager/Deputy Headteacher

**Job purpose:**

To maintain and develop the school’s ICT resource for safe, effective use by pupils and staff.

To support and advise pupils and staff in the appropriate use of ICT.

To assist in the keeping of appropriate records.

**The installation and maintenance of the school’s ICT resource**

1. Device & Application Support

Maintain, upgrade and repair a wide range of desktop and portable computers and peripherals; install complete applications.

Detect, diagnose and resolve PC, peripheral and application errors.

2) Server & Network support

Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.

Perform routine tasks to maintain user accounts and permissions.

Install software on virtualised and physical network servers; maintain hardware and software of the physical servers; set disk and print quotas; create network shares and manage access rights; monitor system logs.

3) Health & Safety

Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

**The support and management of the school’s ICT service**

4) Configuration & Installation

Update records of installed hardware and software; maintain a software library and store original copies of installed applications.

5) Continuity, Maintenance & Security

Implement and suggest improvements to school backup, virus protection and security procedures.

6) Support Request Management

Prioritise resolution of problems and determine whether external support is required; including recording requests, following up calls and implementing maintenance schedules.

7) Internal Support Arrangements & External Contracts

Work to the school’s support service definition; report on variations to contracted services and escalate contract/warranty issues appropriately.

**The development of the school’s ICT service**

8) Strategy & Planning

Identify possible ICT requirements and develop outline specifications for solutions.

9) Budget & Team Responsibilities

Order consumables and maintain stocks following school purchasing procedures.

**Personal qualities**

10) Personal CPD development

Attend relevant courses and use other means to improve ICT skills.

11) Communications

Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets.

12) Educational Awareness

Attend, support and deliver staff IT training sessions, to increase personal understanding of how ICT is used in specific contexts.

The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

We are committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including an Enhanced DBS check.