## ICT Technician

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| Post Title | ICT Technician |
| Reporting to | Senior ICT Technician |
| Responsibility Level | NJC Band C – Point 13 to 23 (£16,491 to £21,268) Pro Rata)  37 hours p.w (term time only plus 4 weeks) |
| Location | Grace Academy Coventry |
| Job Purpose | * To provide technical support to the Academy community relating to the operation of the IT network and associated technology in order to maximize the learning opportunities of all students. * To support the Senior ICT Technician in obtaining, using and developing the appropriate software to ensure maximum efficiency across the Academy. * To support the Senior ICT Technician in the maintenance of the Academy hardware (at least to Level 1) as required by the Academy.   To support the Senior ICT Technician with keeping the website, portal, AV and screens up to date and developing aspects as required. |
| Main Duties | * To ensure all ICT equipment across the Academy is in good working order and operating efficiently. * To provide first line support (L1) solutions for all employees and students at the Academy including through the helpdesk facility. * To provide Academy related ICT support to other groups and people such as parents and governors when required. * To work in partnership with the key providers of ICT solutions within the Academy. * To monitor the use of ICT equipment to ensure that it is in good working order. Well maintained and used appropriately by the students. * Maintain and repair ICT-related equipment in all areas including screens and AV. * Maintain stock records and inform the Senior ICT Technician when resources are running low. * Help receive ICT goods into the Academy and to check delivered items against delivery notes/invoices. * Assist with requisition lists and ordering supplies. * To liaise regularly with ICT partners to ensure the smooth running of all ICT systems within the Academy. * To be aware of and operate in compliance with all relevant safety regulations and procedures. * To work in accordance with all Academy procedures and policies. * To provide support in preparation of ICT lessons as required on occasion by teaching staff including assisting in the use of ICT materials. * To undertake such other duties related to the work of the school appropriate to the post. |
| Specific Duties | **Technical Support**   * To be accessible by staff and students for advice or guidance on the ICT systems and software used within the academy. * To provide timely support to staff in the classrooms relating to hardware difficulties or malfunction including through the helpdesk facility. * To manage access (set up password security) for students and staff on the network and keep the email lists and groupings up to date. * To install and configure software applications as appropriate. * To seek support from software support lines and contracts where required. * To develop expertise in the school information management system, currently SIMS, to provide all users with the first line of support relating to technical issues. * To support the Senior ICT Technician in the maintenance and development of the Academy website and portal. * As agreed with the Principal, to support the local Primary Schools with technical expertise in matters relating to ICT and their networks as appropriate.   **Hardware & Maintenance**  • To monitor the use and condition of the ICT equipment, including laptops, computers, projectors and other AV equipment and take appropriate action.   * To assist in the moving, installing and configuring of hardware; including printers, computers, servers, cabling and peripherals. * To assist with external servicing and repair of equipment where basic repairs are not possible in house and ensure all equipment meets Health and Safety requirements. * To support the Senior ICT Technician in the maintenance of ICT equipment inventories.   **Other**   * To become familiar with and ensure good practise in, relevant safety procedures relating to the hardware. * To have regard for the following:   The Copyright Act  The Computer Misuse Act  The Data Protection Act  Academy (GA) policies relating to ICT, including Safe use of the Internet including eSafety.   * To respect confidentiality of students, parents and staff who use the academy network. * To carry out other reasonable duties as requested by your line manager or leadership team. |
| Qualifications and Key Skills | **Essential**   * 5 GCSE’s, including Mathematics and English at grade C or above or equivalent qualifications. * A level/NVQ Level 3 or equivalent qualification in a relevant subject. * Experience of managing and/or supporting Windows 7 user devices. * Experience of managing and supporting Microsoft Office. * Experience in managing and supporting hardware devices such as printers, laptops and PCs. * Experience in managing and supporting Local Area Networks and Wireless LANs.   **Desirable**   * Degree in a relevant ICT subject. * Experience of installing and supporting SIMS.net * Experience of managing and supporting users and devices via Microsoft Active Directory. * Experience of supporting MacOS and iOS devices. * Experience of supporting Interactive White Boards and Projectors. * Experience of supporting and managing Windows Server. * Relevant Microsoft/Cisco networking experience/qualifications. |

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