JOB DESCRIPTION - ICT TECHNICIAN

The purpose of the role is to provide technical support in all aspects relating to ICT. To support pupils and staff in Baxter College and across the Severn Academies Educational Trust where required.

The school is committed to safeguarding and promoting the welfare of children and young people and as such expects all staff and volunteers to share this commitment.

KEY RESPONSIBILITIES

a)   To detect, diagnose and resolve PC, peripherals and applications errors, and assist with maintenance, updating and repair of all ICT equipment and applications.

b)   To provide professional, courteous and rapid support to staff and students to facilitate a quality teaching provision.

c)   To utilise external media platforms to promote and develop public relations between Baxter College and the local community stakeholders wherever possible.

d)   To be aware of responsibilities towards behaviour management and respond accordingly, whenever required.

Duties related to a)

- Provide technical support to both staff and students in the classroom environment, ensuring that computers and related equipment are useable in order to facilitate quality teaching provision

- Assist the IT Manager with updating endpoint devices e.g. loading of appropriate software for departmental teaching.

- Ensure all students have access to the network and maintain a record of user names and log in details.

- Check the system for any suspected misuse of internet provision and report to IT Manager.

- Under the direction of the IT Manager ensure information is backed up on a regular basis.

- Troubleshoot hardware-software problems and where possible fix in-house.

- Help the IT Manager to maintain the school's inventory system.

- Assist the IT Manager in maintaining and updating all server hardware and operating systems ensuring the devices are up-to-date to prevent any data breaches.

- Assist the IT Manager to maintain all endpoint devices.

- Help maintain the school's Antivirus system, making sure all network attached devices are secure.

Duties related to b)

- Assist the IT Manager with updating/upgrading of all endpoint devices.

- Assist the IT Manager with maintenance of ID's, passwords, etc., to allow users trouble-free use of the system.

- Assist staff with the operation of machines and related hardware where necessary.

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage staff in their development and training.

- Stocktaking as necessary.

- Assist with backup management procedures.

- To establish and maintain effective working relationships within the school, across the Trust and with other external agencies

Duties related to c)

- Assist the IT Manager and Director of Personnel and Communications with updating our social media platforms.

- Assist the IT Manager and Director of Personnel and Communications with day to day maintenance of the school website.

Any other duties commensurate with the scale of the post as may be required under the direction of the SLT Line Manager or Principal.