

## ICT TECHNICIAN

### JOB DESCRIPTION

#### PURPOSE OF POST

To provide day to day first line technical support to staff and students. To work with students and staff across a whole range of abilities supporting both the admin and curriculum network equipment (e.g. computers, printers, AV, CCTV, access control and IP Telephone).

#### ORGANISATIONAL RELATIONSHIPS

Reports to: TLL of Department

Responsible to: The Headteacher and the Governing Body

#### MAIN DUTIES AND RESPONSIBILITIES

- Provide “day to day” classroom technical support to users in the use of the IT facilities.
- Support and ensure that the IT facilities are operational and available across the curriculum at all times.
- Provide mobile devices into classrooms, hall or at any venue within school as required collecting after use, e.g. laptops, tablets and other devices.
- Installing curriculum programs onto classroom computers and provide technical support as required, e.g. workstation imaging.
- Ensuring that all relevant devices have a connection to the school network and diagnosing, troubleshooting and resolving any issues arising.
- Support staff and students in the use of interactive white boards, printers, computers, scanners, audio visual equipment, and other IT equipment.
- Identify damaged equipment and report appropriately keeping relevant log using the schools service desk system.



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- Responsible for general maintenance of ICT equipment in classrooms so that any issues are identified and resolved.
- Check and ensure that all ICT equipment and/or related cables, trunking do not pose any H&S risk to staff and students e.g. loose or damaged cables, broken devices and open cabinets.
- Carry out regular asset audits as needed and update the Asset Register where necessary when IT equipment is procured, transferred or disposed.
- Carry out all tasks in compliance with Health & Safety procedures.
- Installing IT equipment into classrooms, e.g. workstations, audio and printers.
- Provide IT technical support for the cashless catering system, ID cards, access control, telephone system, photocopiers and CCTV.
- To provide IT support at whole school events as and when required.

## GENERAL DUTIES

- To take part in the school performance review process.
- To support the Governing Body in its whole-hearted adoption of the School's policies, and aims.
- To undertake further duties commensurate with the position at the direction of the Headteacher
- To comply with all the school's policies and relevant legislation, with particular reference to Health and Safety, Equality and Diversity and Data Protection.
- To be a fully trained First Aider or be willing to be trained as an emergency First Aider and to undertake medical needs training and administering of medication.
- To supervise areas where students congregate during break time and lunchtime, maintaining Health & Safety practices.

Whilst every effort has been made to explain the main duties and responsibilities of the post, individual tasks may not have been identified. The post holder will be expected to undertake tasks which are commensurate with the position at the discretion of the Headteacher.



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The Job Description may be varied to meet the changing demands of the school. It will be reviewed at intervals and may be subject to modification or amendment at any time after consultation with the post holder.



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## ICT TECHNICIAN

### Person Specification

*All criteria are essential.*

Attributes	Description
<b>Qualifications, Knowledge, Training &amp; Experience</b>	<ol style="list-style-type: none"> <li>1. Good general education up to at least GCSE Grade C or equivalent in Maths and English</li> <li>2. Certification or vocational training in ICT or equivalent or evidence of relevant training</li> <li>3. Experience working in a school environment or similar</li> <li>4. Experience working in an ICT support environment</li> <li>5. Strong ICT technical &amp; practical skills</li> </ol>
<b>Personal Skills &amp; Qualities</b>	<ol style="list-style-type: none"> <li>6. Organising and prioritising work</li> <li>7. Working under pressure and meeting tight deadlines</li> <li>8. Good oral and written communication</li> <li>9. Confident and self-motivated</li> <li>10. Knowledge of routine PC maintenance procedures</li> <li>11. Logical thinking and a flexible approach to problem solving or troubleshooting</li> <li>12. Awareness of Health &amp; Safety issues and procedures</li> <li>13. Maintains a positive and flexible attitude</li> <li>14. First Aid or willingness to be trained*</li> <li>15. Ability to work effectively both independently and as a member of a team</li> </ol>
<b>General</b>	<ol style="list-style-type: none"> <li>16. Demonstrate a commitment to equality</li> <li>17. Understanding of Health &amp; Safety</li> <li>18. Understand and implement child protection procedures</li> <li>19. Understand procedures and legislation relating to confidentiality</li> <li>20. Be prepared to develop and learn in the role and attend any relevant training and gain any relevant qualifications</li> <li>21. To provide a welcoming and friendly reception for anyone making contact with the school</li> <li>22. To provide the highest levels of practice in Safeguarding, Child Protection and Inclusion</li> </ol>



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