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| **Paddock School** | **Job Title: ICT Technician** |
| **Responsible to: Business and Operations Manager** | **Responsible for: N/A** |
| **Grade: S01**  **Spinal point: 23 - 25** | **Working Hours: 36 per week**  **TTO / AYR: All Year Round** |

**Main Job Purpose**

The ICT Technician provides ICT support services and works under direction of the School Business and Operations Manager (SBOM) to deploy and maintain IT and Communications systems which support business processes at, and across, all school locations and satisfies all IT and telecom users. Under direction of the SBOM, the ICT Technician will implement/continuously improve such systems with the management team and staff in order to meet business needs and satisfy all IT and telecom users.

The ICT Technician is responsible for ensuring the provision of effective user-friendly systems and information to support school business processes, teaching and learning.

The ICT Technician will ensure that IT and Communications systems and processes are robust, meet, and are compliant with IT, Communications and data safeguarding standards, policies and procedures.

The ICT Technician will review IT and Communications effectiveness to ensure best practice and propose opportunities for cost reduction and continuous improvement.

The ICT Technician will support the executive team following project plans, sourcing quotes and information about projects and liaising with contractors reporting performance and budget spend as necessary.

The ICT Technician promotes and contributes to the vision, values and aspirations of the school.

**Accountabilities**

* Oversee the IT and Communications function to ensure an ‘always on, always available’ provision of ICT services across all sites
* Provide input to the SLT and other stakeholders on identifying and developing systems and processes for running the business, teaching and learning
* Monitor and report on the effectiveness of the IT and Communications systems and processes in order to notify stakeholders of development and continuous improvement
* Support the SLT to ensure that ICT systems and processes meet statutory, regulatory and legal requirements for security and GDPR laws
* Manage and monitor service contracts and software licences
* Work on School ICT projects when required
* Develop constructive relationships and communicate with relevant agencies and suppliers.

**Main Duties and Responsibilities**

The ICT Technician is responsible for ICT Services in order to ensure the efficient and effective operation of the school for running the business, teaching and learning.

ICT Policies, procedures and practice

The ICT Technician will support the development of policies, procedures and practices relating to the provision of IT and communications systems, process and data.

* Assist with the creation and maintenance of IT and Communications’ policies, procedures and practices
* Ensure Codes of Practice are communicated to staff and stakeholders and procedures are observed. Advise the SBOM in cases where staff do not adopt or comply with the procedures
* Identify potential ICT security risks and advise the SLT accordingly
* Assess and maintain ICT security standards to meet statutory requirements and best practice guidelines
* Provide and retain access to, and maintain a log of user accounts for all school systems and software
* Work with the SBOM to ensure business continuity plans are in place in the event of technological or telecoms failure and services are, within reason, ‘always on, always available’.

ICT Strategy

* Champion the school’s ICT strategy, and act as the in-house professional technical advisor
* Research and keep abreast of developments, advising the SLT, on appropriate hardware and software for teaching and learning as well as running the business
* Under direction of the SBOM, implement the approved ICT strategy and ensure ICT effectiveness to support the efficiency of the school, including standardisation in order to reduce overall cost

ICT Support

* Support and manage Windows clients and servers and Mac clients
* Maintain a log of staff / system support requests/requirements, analysing repetitive issues and propose solutions to minimise reoccurrence
* Monitor ICT service level agreements
* Identify ICT issues and ensure all ICT systems activities and practices support the daily needs of the school
* Monitor network performance and security (availability, utilization, throughput and latency) and test for weaknesses and find ways of improvement
* Ensure the provision of day-to-day network telecoms and PC support, minimising down time
* Ensure the provision of printing / scanning facilities
* Maintain a fully working CCTV system
* Obtain necessary approvals for the use and provision of hardware and software
* Support staff to make the best use of the existing equipment and software

ICT Development, continuous improvement and maintenance

* Review ICT effectiveness and efficiency in order to develop ICT best practices and training by seeking user feedback and seeking external references
* Work with relevant stakeholders to introduce new technology and improve existing services and monitor the use of hardware and software
* Support the establishment of systems to monitor and report on the performance of technology within the school
* Translate specific user requirements, as part of continuous improvement activity, into programme solutions for consideration by the SBOM
* Maintain the ICT asset register, performing periodic asset checks and report losses and breakages
* Maintain equipment to a high and safe standard

Procurement, Suppliers and Partners

* Propose recommendations to the SBOM regarding the selection and maintenance of business relationships with strategic ICT partners and services that include and consider:
  + Service Levels Agreements
  + Business Continuity
  + Service Management
  + Commercial Management
* Monitor performance against partner agreements and contracts and report deviations to the SBOM
* Subject to the correct approval, procure equipment, consumables and software following the school’s best practice procedures
* Support the SBOM to manage the ICT budget ensuring value for money

Training and Knowledge Management

Provide on-going ICT support and specific training and education to staff and stakeholders so that ICT skills/capabilities are transferred in order to make the best use of ICT equipment and software.

* Provide lists of all ICT based staff training to the SLT and HR

Business Analysis and Projects

Provide internal support through business and process analysis to utilise hardware and software systems solutions in order to maximise process efficiencies, cost reduction, and user satisfaction.

* To support the school to work towards a paperless strategy
* To support the development of the technical aspect of our on-line social media presence
* To support the implementation and maintenance of a Customer Relationship Management system (to support the work of the Executive Team)

Planning & Budgeting

Work with the SBOM to produce and maintain a 3 year rolling plan/budget detailing expected needs for ICT resources taking consideration of expected changes in teaching needs, pupil and staff numbers and technological changes

* Create termly lists of actual expenditure and report figures and analysis to the SBOM

**Safeguarding / other duties and responsibilities**

* To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council.
* To be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role
* To ensure that the Headteacher is made aware and kept fully informed of any concerns in relation to safeguarding and/or child protection.
* To comply with all the school’s codes of practice, policies and procedures, including the code of conduct, and those relating to child protection, data protection and health and safety
* Comply with all Paddock School policies e.g. child protection, health, safety and security, equal opportunities, confidentiality and data protection, reporting all concerns to the appropriate person.
* Ensure confidentiality at all times
* Contribute to the overall ethos, work and aims of Paddock School
* Attend training as directed and identified
* Establish and maintain constructive relationships and communication with other agencies, colleagues and professionals
* To be committed to the promotion of equality, diversity and inclusion within the whole school community and maintain an awareness of the school’s equalities policy statement; to work to create and maintain a safe, supportive and welcoming environment where everyone is treated with dignity and their identity and culture are valued and respected; to report any instances of inappropriate behaviour or discrimination immediately
* To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning GDPR and Health and Safety.

**Key Measures**

* ICT capability
* Rolling replacement plan
* Security of ICT assets
* Business and User satisfaction
* Agreed service level to users
* Reporting to stakeholders

**Person Specification**

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|  | **Essential** | **Desirable** |
| Qualifications | * Microsoft Certification / other relevant IT qualification |  |
| Experience | * Suitable work experience supporting applications deployment and infrastructure projects * An understanding of strategic issues, following instruction to translate into appropriate action * Policy management * Experience of deploying and monitoring Apple technologies within a professional environment * Experience of working to ITIL standards | * Experience of working in a school with relevant technical and systems knowledge * Experience of working in a multi-site environment |
| Knowledge and Skills | * Excellent understanding of technology best practice for business functions, communications and teaching and learning * Knowledge of supplier/contract management * Knowledge of cost/benefit analysis * Strong communication skills, including negotiation techniques, report writing and presentations * Ability to train others in new IT applications and to train other as trainers * Ability to work alone and without direct supervision, and be part of a team and be self-motivated * To have a basic understanding of TCP/IP networks * Ability to manage a substantial workload and prioritise effectively * Report writing * Excellent written and verbal communication |  |