



The Cardinal Wiseman Catholic School

ICT Technician

Person Specification



Job title:	ICT Technician
Salary and Grade:	Grade 4 (Points 18 - 21)
Line Manager:	Network Manager

Essential Requirements

Education and Experience

- A related qualification/s relevant to software applications and/or hardware
- Significant ICT skills for the support and installation of computer hardware, network operating systems, software and printers
- Experience of providing ICT support

Knowledge, Skills and Abilities

- Ability to carry out fault identification and resolution for both hardware and software issues
- Customer focused with very good communication skills, ability to communicate with people at all levels
- Able to deal with a number of different situations in quick succession
- Ability to demonstrate good problem solving skills
- Good level of accuracy and detail
- Ability to follow instructions accurately
- Ability to work as part of a team and independently
- Ability to adhere to Health and Safety regulations
- Able to act calmly under pressure
- Confidence and competence in own ability to maintain and organise a suite of workshops
- A positive attitude to working with children

Other Factors

- To adhere to school policy on equality and diversity
- Willingness to undergo an enhanced DBS check
- To advise staff and where appropriate provide training to staff on the use of the ICT facilities
- To diagnose and resolve basic network, software and hardware faults and perform basic maintenance repairs and upgrades
- Maintain network security by following password procedures and ensuring physical security of key equipment (e.g. Server room)
- Understanding of and compliance with relevant Health and Safety procedures



The Cardinal Wiseman Catholic School

ICT Technician

Person Specification



- To install and test new ICT equipment and network, including hardware and software according to manufacturer instructions
- Willingness to participate in training and development for continuing professional development

Please Note:

- i. The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment)
- ii. The postholder is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body
- iii. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed
- iv. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder

Chris Carr (April 2016)