

Job Title:	ICT Technician
Reports to:	Head of IT
Full Time/ Part Time:	Full time
Role Summary:	The successful candidate for this post will assist and support the IT provision and development across the School
Professional duties:	You are expected to act in accordance with the aims, policies and administrative procedures of the School

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

Main Duties and Responsibilities:

- Administration of Active Directory server and office 365 admin panel (user accounts etc.)
- Provide first line support for staff and students (Windows, iPads, Office applications etc.) responding within agreed time limits to call-outs
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Support students with technical issues using BYO Technology
- Provide technical support to staff during lessons, form time and assemblies as requested
- Manage and fix problems on Interactive Whiteboards\Projectors\Audio equipment
- Manage and maintain printers and photocopiers liaising with engineers as required.
- Replace parts as required
- Set up New User accounts and profiles ensuring appropriate access is enabled and issuing passwords
- Install and configure computer hardware operation systems and applications
- Monitor and maintain computer systems and networks
- Provide support for the School's MIS (iSAMS) including updating records, inputting record templates and creating reports
- Provide procedural documentation and relevant reports as needed
- Support the roll-out of new applications
- Test and evaluation new technology
- Manage content filter – Rocket Lightspeed
- Assist with the inventory, checking and updating as required
- Manage and update content on the school's digital signage (main entrance screens)

Beneficial

- SQL Report writing (school reports and new reports as requested)

General

- Attend and run training sessions for staff as appropriate
- Provide technological support for Staff presentations/assemblies (projectors etc.) and for some events periodically throughout the year e.g. Open Evenings, Lecture Series etc.

- Check and export CCTV recordings as requested
- Take photographs (new starters, pupils, staff etc.) to be uploaded to iSAMS when specifically requested
- Provide supervision in the ICT Suite during break time – as requested
- As a term of your employment, from time to time, you may be required to perform duties of a similar or related nature to those outlined in this job description

Health and Safety

- Safeguard the pupils' health and safety by maintaining good order and discipline and by following the necessary rules and regulations when using equipment
- Communicate regularly with the Director of Operations any Health and Safety issues regarding the welfare or safety of the pupils
- Be familiar with the school's fire safety procedures and participate in fire drills

Safeguarding

- All members of staff are required to promote and safeguard the welfare of children they are responsible for or come into contact with and to adhere to and ensure compliance with the school's Safeguarding and Child Protection procedures and staff guidance at all times. If, in the course of carrying out the duties of the post, a teacher becomes aware of any actual or potential risks to the safety and welfare of children in the school s/he must report any concerns to one of the Designated Safeguarding Leads

Person Specification		
	Essential <i>These are qualities without which the Applicant could not be appointed</i>	Desirable <i>Extra qualities which can be used to differentiate applicants</i>
Qualifications	A Levels or equivalent	Microsoft certification Windows 10 or similar
Experience:	Experience working in an IT department	Experience working in a school IT department
Skills	Proficiency in ICT Excellent oral and written communication skills Excellent interpersonal skills Ability to prioritise and be well organised Ability to problem solve and provide solutions	
Knowledge	Basic networking skills Installing and troubleshooting Win10, iPad's, etc. Microsoft office 365 suite and admin panel	Experience using School MIS
Personal competencies and qualities	Proactive approach Commitment to professional development Calmness under pressure Both independent and happy within a team Energetic, enthusiastic, flexible and approachable	