

Job Description – ICT Technician

Job title: ICT Technician

Salary and Grade: Above national scale

Working hours: Monday to Friday 8.30 to 16.30

Main Location: W1B 1LS, but from time to time, you will also work at other places as the School may direct, including any premises of the School

Line Manager: Network Manager

Provide desktop support to all computer users across all sites ensuring that any issues are diagnosed and resolved as quickly as possible. This can include:

- Commitment to Safeguarding and Child Protection and a positive attitude to working around children
- Fixing hardware and software faults
- Installation and maintenance of desktop computers, laptops, Chromebooks, tablets & printers
- Installation of software
- Troubleshooting phone and voicemail issues
- Smartboard maintenance, including replacing bulbs, realign and recalibrating Smartboards and projectors
- Able to deal with a number of different situations in quick succession
- Ability to follow instructions accurately
- Competence and confidence in your own ability to take ownership of reported problems
- To advise staff and where appropriate provide direction on the use of the ICT facilities.
- Maintain network security by following password procedures and ensuring physical security of key equipment (e.g. Server room).
- Provide a speedy assistance to the ICT teacher, when required to address any troubleshooting issues.

Maintain and setup user accounts. This can include:

- Email
- Google Apps
- Active Directory
- Lightspeed (Content Filter)

- iSAMS (School Management System)
- Parent Portal
- Print Devices

Provide network support. This can include:

- Troubleshooting network issues with firewalls, switches, access points & SIP phones
- Installation of network devices
- Installation and repair of CAT5 cables
- Installation of VPN software

Maintain and update iSAMS. This can include:

- Creating custom reports
- Adding custom fields
- Creating pupil school report templates

Monitor and maintain IT systems. This can include:

- Meraki network for any updates, errors or failures
- Censornet content filter for any unnecessary blocks

Other Factors

- The post holder is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the Board of Directors
- Willingness to undergo an enhanced DBS check
- Understanding of and compliance with relevant Health and Safety procedures.
- To deploy and test new ICT equipment and network devices, including hardware and software according to manufacturer guidelines.
- Willingness to participate in training and development for continuing professional development.
- All successful candidates are required to attend an Induction Day for new staff.

Other Requirements

- Some heavy lifting, roughly 25-35 kg.
- Infrequent support for school events.

Please note: 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.