

## JOB DESCRIPTION

<b>School:</b> Addington School	<b>Location:</b> Woodley, Reading, Berkshire Farley Hill, Reading, Berkshire
<b>Job Title:</b> ICT Assistant	<b>Grade / Salary Range:</b> Grade 4 - Scale point 7-11 Plus SEN Allowance

### JOB PURPOSE

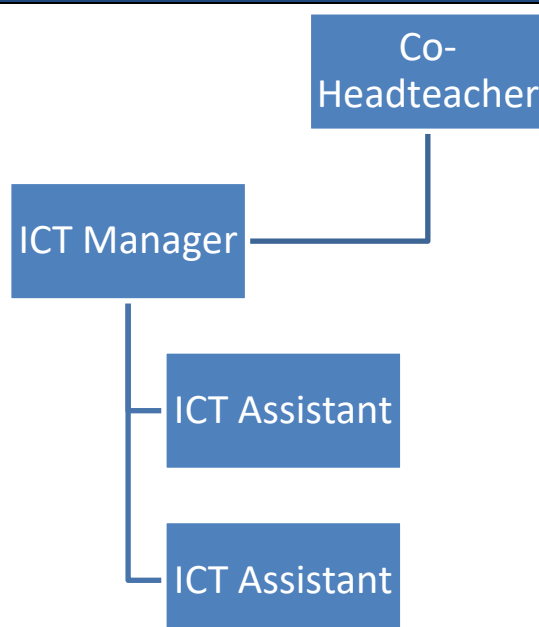
To assist in the maintenance of the school's ICT infrastructure and services. To maintain and improve the ICT provision for students, teachers and the management and administrative function of the organisation.

### NOTE

Working with our pupils requires a particular understanding and appreciation of their individual needs, such as; physical limitations, learning, emotional, behavioural and language difficulties or problems with organisation. The behaviour of some pupils can be difficult and dangerous and can therefore be emotionally and physically demanding for staff.

This role will be primarily based at our main school site in Woodley. However, there will be a requirement for the post holder to work at Addington's Early Years Centre at Farley Hill when required.

### DESIGNATION OF POST AND POSITION WITHIN THE SCHOOLS STAFFING STRUCTURE



### MAIN DUTIES AND RESPONSIBILITIES

- Support staff in using ICT
- Technical tasks on networked computers – both admin and curriculum
- Configure items of equipment, including building workstations for use on a network and deploying software and configurations.



Addington School

- Attach security marking to equipment. Audit ICT equipment across the school and compile an asset register for ICT equipment.
- Regulate the Internet sites available on the network.
- Check and re-fit printer toner and cartridges and carry out periodic printer maintenance such as head cleaning and alignment as well as fixing basic jams, or contacting the printing company to request supplies or maintenance.
- First line of response for Photocopier issues. Escalation of maintenance issues with the service company and following this through to resolution
- Knowledge and maintenance of whole school networking topology, network points, patch panels and connections to switches.
- Network user administration.
- Install updates, archive data, assist with data export for school administration systems.
- Diagnose and remedy faults in PCs and peripheral equipment. Report persistent faults to ICT Manager and liaise with helpdesk or suppliers in fixing faults.
- Install and configure PCs using network imaging with Windows Deployment Services. Build applications for use across a network. Install and configure management applications.
- Support for operation of computers, peripherals and software in classrooms and across the network.
- Provide Audio Visual support for classrooms and halls.
- Attendance at Wokingham Schools technicians' meetings.
- Assist with maintaining software library.
- Maintain a log of tasks undertaken.
- Undertake appropriate training as required.
- MIS Administration using Arbor.
- iPads – Use of JAMF Pro cloud mobile device management, upgrades, distribution of Apps and allocation to iPads.
- Technical server updates, assisting Network Manager.
- Encryption and antivirus updates and checks.
- Assist with maintenance of server storage / memory on the schools physical and virtual servers.
- Assist with technical tasks on the school's telephone system.
- Retrieve lost data using backup software.
- Upgrade and support the school's sensory audio and visual rooms.
- Support and maintain the schools Eyegaze systems.
- Liaise with suppliers, obtain quotes and raise orders.
- Any other duties that reasonably fall within the scope of the post which may be allocated after consultation with the post-holder.

**SCOPE OF JOB (Budgetary / Resource control, Impact)**

□ N/A

IT Approved	26.4.2024	HR Approved	26.4.2024
Headteacher Approved	26.4.2024		

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>ICT Assistant</b>
<b>Reports to (job title):</b>	<b>ICT Manager</b>

- \* E = Essential Criterion (required at point of recruitment)  
 D = Desirable Criterion (can be developed over time)

<b>KEY CRITERIA</b>	
<b>* E / D?</b>	
<p><b><u>Qualifications and Experience</u></b></p> <ul style="list-style-type: none"> <li>GCSE Maths and English (grade C or above) essential.</li> <li>Level 4 qualification.</li> <li>Previous experience of working as part of an ICT department</li> <li>Previous experience of Windows 10 and Windows 11.</li> <li>Previous experience of working in a MS Windows Server environment.</li> <li>Previous experience of working in a school or other caring environment.</li> <li>Hands on experience of troubleshooting computers/laptops in a networked environment.</li> <li>Previous experience of working in a customer focussed environment.</li> </ul>	<ul style="list-style-type: none"> <li>E</li> <li>D</li> <li>E</li> <li>E</li> <li>E</li> <li>D</li> <li>D</li> <li>D</li> </ul>
<p><b><u>Knowledge, Skills and Abilities</u></b></p> <ul style="list-style-type: none"> <li>Thorough knowledge of Windows 10 operating systems and Windows Deployment Services, knowledge of Windows Server 2016 and JAMF Mobile Device Management would be desirable.</li> <li>Good knowledge and understanding of installing and testing software, maintaining equipment, installing updates and building applications.</li> <li>Good knowledge of internet safety, computer security and best practices.</li> <li>Sound knowledge of network management.</li> <li>Sound knowledge of personal computer operation and maintenance.</li> <li>Some knowledge of network principles and management.</li> <li>Sound knowledge of MS Office and Office 365 and its' administration.</li> <li>IT hardware and software skills, IT networking skills, problem solving and creative thinking.</li> <li>Excellent organisational skills with the ability to prioritise own workload.</li> </ul>	<ul style="list-style-type: none"> <li>D</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> </ul>
<p><b><u>Work-related Personal Qualities</u></b></p> <ul style="list-style-type: none"> <li>Independent learner with a keen interest in ICT developments, specifically in schools.</li> <li>Understanding of data protection requirements in schools</li> <li>Ability to provide IT support in a calm and friendly manner.</li> <li>An understanding of the need for supporting pupils and working with staff and outside agencies in a professional manner, treating the information they provide as confidential.</li> <li>Ability to make decisions.</li> <li>Ability to share and communicate ideas.</li> <li>Awareness of Health and Safety.</li> <li>Effective and excellent communication skills in writing and verbally</li> </ul>	<ul style="list-style-type: none"> <li>D</li> <li>D</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> <li>E</li> </ul>



**Other Work-related Requirements**

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| <ul style="list-style-type: none"><li>• Flexibility in provision of service.</li><li>• Willing to work in classrooms alongside pupils with Special Educational Needs and Disabilities.</li><li>• Ability to work and liaise with a cross-section of people, including young people.</li><li>• Ability to be able to travel between school sites</li></ul> | <ul style="list-style-type: none"><li>• E</li><li>• E</li><li>• E</li><li>• E</li></ul> |
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