

ICT Assistant

Job Description

Reports to: ICT Network Engineer

Hours: 37.5 hours per week : 08:30 – 17:00 Monday to Friday (term-time only)

Salary scale: Grade R4, scale points 19 – 26 : £21,743.75 - £24,250.21 per annum
(FTE: £24,377.00 - £27,187.00) depending on experience

Job Purpose

St Dominic's School prides itself on its progressive use of ICT, both within the classroom and in the running and administration of all aspects of the school. Development of ICT to support teaching and learning is an on-going process, to which St Dominic's is passionately committed. This development is carried out by the Head of STEM under the direction of the Principal, and in consultation with the ICT Network Engineer and Finance & Projects Officer.

- To assist with the maintenance of the local ICT Network and classroom equipment to support teaching and learning.
- To support the school by delivering technical support to all users in the school.
- Assist in both maintenance of existing equipment and installation of new hardware and software across the local network.

Key Responsibilities

Technical ICT Support

- Help install new software and hardware.
- Secure, asset tag and ensure the safe set up of new equipment.
- Set up equipment such as PC's, laptops, AV resources, interactive whiteboards, and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
- Help deliver hardware and resources to work areas and classrooms as required.

Configuration and Installation

- Assist in creating a structured approach to rolling out new hardware or software, using established procurement process, testing.

Server and Network Support

- Assist in basic diagnostic routines.
- Assist in checks to ensure that IT systems are functioning.

Maintenance

- Assist with development of a maintenance schedule for all computer hardware, software and networks, and ensure that it is followed.
- Contribute to updates of school intranet, school web site
- Support the implementation of MIS solutions as required.
- Detect, diagnose, and resolve most PC, printer and peripheral device faults.
- Maintain Office 365 accounts and implement where appropriate.

Administration and Supervision

- Maintain an up-to-date inventory of ICT software and licences in school.
- Maintain an up-to-date inventory of student and staff policy compliance agreements (AUP'S) in school.

Troubleshooting Support

- Liaise with OHCAT IT/SAS Hub support on behalf of users with issues requiring escalation.
- Assist with account administration for staff and pupils, including but not limited to:
 - Active directory
 - Google classroom

ICT Assistant : Person Specification

Criteria		
<p>Key - Essential = E; Desirable = D; Assessed by Interview = I; Assessed by Application Form = A; Assessed by Certificates =</p>		
Qualifications and Training		
<ul style="list-style-type: none"> NVQ Level 3 or equivalent qualification / experience in relevant discipline. 	E	A, C
<ul style="list-style-type: none"> ICT Degree 	D	A, C
Knowledge and Experience		
<ul style="list-style-type: none"> Relevant experience in a user-facing ICT role, preferably in the education sector, using the wide range of software used in a school including Microsoft Office and SIMS. 	E	A
<ul style="list-style-type: none"> Experience of PC hardware, installation and troubleshooting. 	E	A, I
<ul style="list-style-type: none"> Knowledge of how to install, configure and upgrade Microsoft Windows. 	E	A, I
<ul style="list-style-type: none"> Familiarity with networking technologies – wireless and structured. 	E	A, I
<ul style="list-style-type: none"> Mac knowledge desirable but not essential 	D	A, I
Skills, Abilities and Personal Attributes		
<ul style="list-style-type: none"> Ability to organise and juggle priorities. 	E	I
<ul style="list-style-type: none"> Strong, confident and assertive personality, coupled with tact and excellent diplomatic skills. 	E	I, R
<ul style="list-style-type: none"> Good interpersonal skills to support large numbers of non-technical users when they have problems. 	E	I, R
<ul style="list-style-type: none"> Ability to remain calm whilst working under pressure. 	E	I, R
<ul style="list-style-type: none"> Reflective, hardworking and forward-thinking. 	E	A, I
<ul style="list-style-type: none"> Genuine commitment to the ethos and work at St Dominic's School. 	E	I
<p>This job description is not necessarily an exhaustive list of duties but is intended to reflect the range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post holder.</p>		
<p>Date produced: May 2022</p>		