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| Job Description | | |
| Brent_b&w | Service Area: | Location: Kingsbury NW9 |
| School: THE VILLAGE SCHOOL | Section: Education |
| Post Title: ICT Helpdesk Support Technician | Grade: Scale |
| Restricted: No | Post Number(s): |

1. PURPOSE OF JOB
   1. To maximise the effective use of ICT systems and hardware by providing client-focused user support.
   2. To contribute to the overall ethos, work and aims of the school.
   3. To assist in the maintenance and daily monitoring of the efficient operation of the school’s network system
2. DIRECTLY RESPONSIBLE TO: HEADTEACHER
3. FUNCTIONALLY RESPONSIBLE TO: ICT Network Manager
4. RESPONSIBLE FOR: Not applicable
5. PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES
   1. To provide help desk support to internal and external users, assisting them with hardware, software, network and communications problems by phone, email and desk-side support.
   2. To research and keep up to date with new and upcoming technology advances in the field and present the findings to the ICT Team.
   3. To liaise with and work with external suppliers and third parties to obtain best value when purchasing hardware and software.
   4. To support and liaise with 1st line support technician to organise and run the school ICT Club for students.
   5. To assist and manage school intranet site and organise ICT termly Newsletters.
   6. To assist with the creation and maintenance of all documentation relating ICT services and procedures.
   7. To ensure all support calls and service requests are logged and administered using the school’s service desk software.
   8. Maintain an up to date inventory of hardware and software, including warranty documents, manuals, licensing and service documents.
   9. To assist with the maintenance of the ICT asset register, ensuring all assets are tagged and accurately recorded in the register.
   10. To assist with the administration and packaging of ICT software using school’s virtual packaging software.
   11. To ensure support calls are escalated to appropriate members of the internal team.
   12. To assist with the administration of users joining, leaving or moving within the organisation in relation to the creation of user accounts, password creation, email accounts and security access.
   13. Good communication (spoken and written) skills, including the ability to explain and present technical information, effectively train/advise users on systems related issues, applications, etc., and prepare written documentation in a clear, concise style.
   14. To actively support all the organisations policies and procedures, and in particular those relating to the delivery of ICT services.
   15. Ability to work efficiently under time pressure with extended working hours.
   16. To actively engage in personal development within the role, and to pursue appropriate qualifications/training as agreed.
   17. To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with Line Manager.
   18. Appreciate and support the role of other professionals.
   19. Remains calm, in control and good humoured even under pressure.
   20. Be aware of and comply with policies and procedures, and report all concerns to an appropriate person, in respect of:
       * child protection,
       * health, safety and security,
       * confidentiality, and
       * Data protection.
   21. Contribute to the school’s commitment to equality of access to opportunities to learn and develop for all pupils.
   22. Undertake these duties within agreed departmental service/school objectives, policies and procedures and promote the Council's Equal Opportunities Policy.

**This post requires the successful candidate to undertake a substantial amount of work involving a visual display unit.**

**Schools are physically demanding environments to work in and staff experience mental and physical effort beyond that of a normal office environment. This job will entail some manual handling of equipment for example to carry out repairs or to commission new equipment**