



ARDEN MULTI ACADEMY TRUST

Job Title:	ICT Support Technician
Responsible to:	Senior ICT Technician and Network & Infrastructure Manager
Postholder :	Vacancy
Job Purpose:	To provide a range of technical ICT support
Pay Grade :	Band C
Contract:	Full Time Permanent (37 Hours per week) Hours of work: 8.00pm to 4.00pm Full year contract

Overall Responsibility

To provide a range of technical and general ICT support to staff and students within schools across the Multi Academy Trust

Main duties and responsibilities:

Provide ICT support to staff and students

Detect, diagnose and resolve computer, printer, peripheral and software errors, assisting students and staff on request

Software installation

Hardware installation

Setting up Apple iPads, laptops and Chromebooks

Maintenance of Apps including upgrading and removing those not in use

Maintain the Academy website in conjunction with the Headteacher

Assist with cloud system such as Google Workspace and Office 365 applications

Assist in the installation of software and hardware including the updating of drivers and anti-virus software

Refer more serious technical issues to the Network Manager to ensure quick resolution of faults

Issue and maintain both student and staff laptops, including user induction where necessary

Provide support and assistance in the setup and operation of audio/visual/ multimedia equipment

Provide support and assistance in the setup and operation of CCTV, phone system and Wi-Fi equipment.

Provide user support on all ICT systems used at the school, including and not limited to audio visual, CCTV, phone system and Wi-Fi.

Determine and implement a regular check on all equipment used in the student learning experience

Carry out health and safety checks on all I.T equipment

Assist the network manager in maintaining a database of hardware and software licences

Support staff training in ICT by preparing workshops, demonstrations and help sheets

Occasional production of promotional materials for school events

Attendance at all opening evenings and presentation evenings to ensure all ICT equipment is fully working and any problems arising are dealt with

Health, Safety and Security

Co-operate with the employer on all issues to do with Health, Safety & Welfare.

Support the School's implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection.

Pastoral Care

Deal with or report, to the nearest member of the teaching staff, incidents that are seen or reported regarding pupils' welfare.

Continuing Professional Development – Personal

In conjunction with the Associate Headteacher, take responsibility for personal professional development, keeping up-to-date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school.

- Undertake any necessary professional development as identified in the School Development Plan taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Appraisal process - evaluating and improving own practice.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Associate Headteacher or the incumbent of the post.

Compiled by: Y Hennous	Revision Number
Approved by: HR	Revision Date - 13/11/2023