

JOB DESCRIPTION

Bedminster Down School

JOB TITLE	ICT Support Technician
Salary	BG8 Scale point 22-25 (£20,661 - £22,658)
MANAGED BY	ICT Line Management
RESPONSIBLE FOR	N/A

Purpose of the Job

To assist the IT management and provide technical and administrative support for Bedminster Down School and our supported primary schools by:

When at Primary Schools

- Maintaining and developing Primary School's ICT resource for safe, effective use by pupils and staff
- Implementing procedures and provide technical support to primary schools in line with the schools ICT support service definition
- Supporting and advising primary schools in the appropriate use of ICT

When at Bedminster Down

- To maintain and develop the school's ICT resource for safe, effective use by the pupils and staff
- To implement procedures and provide technical support in line with the schools ICT support service definition
- To support and advise pupils and staff in the appropriate use of ICT
- Providing remote support to the primary schools

Duties

- Provide the first and second level of technical support to users relating to all IT, telecoms and AV equipment (henceforth referred to as "IT equipment").
- Maintain the school's service desk ensuring that users are kept informed in line with service standards.
- Install new IT equipment and install operating systems and software onto them as directed.
- Maintain network access rights including creating individual new user accounts and archiving old ones.
- Create self-help and training resources to support end users.
- Ensure that all IT equipment is kept clean, tidy and in a safe condition
- Undertake routine and non-routine checks, maintenance, calibration, cleaning and fault investigation.

- Assist with the provision and support of IT equipment associated with assemblies, meetings and other presentations.
- Assist with the preparation of IT equipment for open evenings and other similar events that will occasionally require out of hours working.
- Maintain and repair IT equipment, liaise with third-party maintenance and repair companies or seek specialist assistance in order to ensure safe and efficient operation.
- Diagnose and resolve workstation operating system and software problems, independently where possible but seeking advice when necessary.
- Ensure the safe storage of equipment, materials and the disposal of waste and hazardous material in line with relevant regulations, guidelines and Trust procedures.
- Maintaining records of stock and loans of equipment and materials, identifying when new stock is required and taking receipt of stock deliveries.
- Undertake annual stocktaking.
- Delegated responsibility for petty cash and the purchase of relevant items locally when authorised, assessing the availability of suitable alternatives in line with best value principles and maintain records of transactions and expenditure in accordance with the school's financial procedures.
- Undertake clerical duties when necessary.
- Assist teaching staff as directed and undertake other duties and responsibilities commensurate with the post, including assisting or advising other Technicians in areas of particular competence or skill.
- Actively contribute to training, support and development of other IT Support team members.

Data Protection and Safeguarding

- Work within the requirements of Data Protection/GDPR at all times
- Understand your responsibilities in relation to Safeguarding and child protection and how to highlight an issue / concerns.
- Remain vigilant to ensure all students are protected from potential harm.

General

- The post-holder will be expected to undertake any appropriate training provided by the school to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager and where necessary the school's DSL.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed.

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature of the post and at the discretion of the Headteacher.

Bedminster Down is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. For this post

prior to appointment, Bedminster Down School will apply for an enhanced disclosure certificate from the Disclosure and Barring Service.

