

JOB DESCRIPTION

Post:	ICT Technician
Grade:	Range: SC 4
Location:	Raine's Foundation (Upper and Lower) School
Responsible to:	ICT Network Manager

The duties and responsibilities of this post are listed below. All colleagues in the Support Team will be expected to demonstrate a wholehearted commitment to the development of support for the pupils and staff and a willingness to assist in preparing for and adapting to, the changing needs of the School.

Main Purpose of the Job:

- To support the implementation and use of Information and Communications Technology at Raines Foundation School.
- To be the first port of call for support requests and provide highly specialist technical advice and guidance as required to pupils and staff.
- To work under the direction of the ICT Network Manager.
- To evaluate the level and nature of technical support required across the School and to implement procedures for improving its quality.
- To part take in departmental meetings with ICT Network Manager and other team members, and work as part of a team.
- To undertake key responsibilities and activities as outlined in this document and attached person specification.
- To maintain schools equipment asset register

Main Contacts

- ICT Network Manager, ICT Support Team, Business Manager, All staff with curriculum requirements, Suppliers/Contractors.

Dimensions of the role:

- To be responsible for the creation and maintenance of a purposeful, orderly and productive working environment. Management and completion of jobs on Help-Desk system.
- To promote and ensure the health & safety of all users of ICT equipment and the working environment.
- To be responsible for the ordering, installation and maintenance of software and hardware as agreed with the ICT Network Manager.
- To manage records, information and data about software and hardware; to be aware of and comply with policies and procedures relating to E.C.M.
- To contribute to the overall ethos of the School.
- Participate in training and other learning activities and performance development as required. Support the implementation of MIS solutions as required.
- To be familiar with customer care, data protection and health and safety policies and raise awareness amongst staff and pupils.

Specific Tasks

Desktop, Application & Peripheral Support

- Follow manufacturer's instructions to install and test new peripherals, support the use of hardware, such as installing drivers.

- Perform basic PC hardware repairs and upgrades. Carry out any required maintenance of applications and general maintenance of user accounts.
- Diagnose and resolve basic PC, Laptop, MACs, printer, and peripheral devices such as Interactive Whiteboards (IWB), Digital Projectors, Amplifiers, Reprographics equipment, phones basic switch configuration, etc., and software faults.
- Be able to move PCs, printers and other peripherals; from room to room, to store or dispose of safely as and when required.

Server & Network Support

- Install and maintain standard network cabling, routers, switches and wifi.
- Perform basic diagnostic and recovery routines on network equipment.
- Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server.
- Maintain an intranet by uploading pages and files. Implement disk space and printer quota policies.
- Follow instructions to maintain user accounts and permissions.
- Knowledge of HYPER-V, creating VMs,
- To maintain, support and undertake troubleshooting and diagnostics on servers
- Good understanding of VEEAM backup, be able to carry out backups and restores.
- Be able to maintain a Windows Server 2012 R2 Environment

Website

- A good understanding of the WordPress CMS, PHP, HTML & CSS
- Create, amend, delete posts, pages, vacancies, letters on website
- Installation of updates
- Management of security policies for website
- Monitoring logs of log-ins blocked IP addresses and taking proactive measures to prevent attempted security breaches.
- Maintain good SEO practices
- Updating theme and plugin components for efficiency and security

Health & Safety

- Ensure basic safety checks are carried out and escalate problems as required.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- As directed by the ICT Systems Manager, dispose of used equipment safely.
- The safe storage and accessibility of equipment and components.

Configuration & Installation

- Plan a change, record it and communicate it successfully.
- Collate and interpret results of testing and advise if goods are fit for use.
- Retrieve and record information in a Configuration Management database or log.
- Install complete applications and set software options, such as default directory.
- Install new hardware. Securing, ensuring the safe set up of new equipment.

Continuity, Maintenance & Security

- Note risks to ICT systems and suggest precautions.
- Follow extended maintenance procedures according to a defined schedule.
- Implement and suggest improvements to school backup, virus protection and security policies.
- Create and regularly maintain a hardware inventory of all major components of the IT systems. Assist the ICT Systems Manager in the keeping up-to-date records of equipment and resources.

Support Request Management

- Differentiate between incidents and problems.
- Search knowledgebase/logs of previous calls to inform diagnosis and resolution.
- Record detailed diagnostic information.
- Determine whether an immediate solution is required and alert line manager.
- Understand when a 'quick fix' is not sufficient to permanently resolve a problem.

Internal Support Arrangements & External Contracts

- Work to a defined priorities and note problems in maintaining these.
- Track external support calls and reports on the performance of external contracts/contractors.

Strategy & Planning

- Identify a possible ICT requirement and an outline specification for a potential solution.

Personal ICT Competencies

- Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support.
- Actively seeking to broaden knowledge and skills and to undertake relevant and appropriate training as identified with the line management at a Performance Management Review.
- Maintain an up to date inventory of ICT Software and licences.
- Be responsible for an efficient stock control system and associated records.
- Order equipment and supplies to secure the best value for goods and services.
- Receive and check deliveries and associated invoices, notify the appropriate person of discrepancies.
- Support the full range of financial planning for ICT, including the purchase of larger items and help to estimate future budget requirements.
- Provide management information as required.
- Adopt flexible working practices. To undertake other duties of an equivalent nature commensurate with the grade that may be required by the head of the department from time to time. Work some evening and or weekends as and when the need arises.

Communication Skills

- Advise and train individual staff and pupils and produce basic help sheets and other documentation.
- Contact and negotiate with suppliers.

Educational Awareness

- Read online and published materials about the educational use of ICT; regularly access key ICT education websites to keep abreast of new changes and developments.

Equal Opportunities Statement

To ensure equality of opportunity for all people in service provision and employment, and to oppose strongly any form of discrimination.

General

This job description sets out the duties of the post as at present. Such duties may vary from time to time without changing the general character of the duties or the level of responsibilities entailed. Such variations cannot themselves justify a reconsideration of the grading of the post.

Name: _____

Signed: _____

Date: _____

PERSON SPECIFICATION – ICT Technician

Desktop, Application & Peripheral Support	
Knowledge • Confident use of a majority of hardware and OS. • Confident use of the majority of desktop applications, including educational software. • Awareness of client/server based applications, e.g., School's MIS system).	Examples • Install additional memory or replace a CD-ROM drive. • Advise that the Flash plug-in is required to view a particular Internet site, install if appropriate and check other PCs.
Server & Network Support	
Knowledge • Understand the basic principles of structured cabling and the practicalities of connecting network devices. • Recognise the function of basic network devices such as routers and switches. • Aware of the function of network file systems and file and user administration utilities.	Examples • Follow instructions to configure an IP address on a PC. • On request, increase the disk space allowance for pupils starting a project involving large graphics files. • Delete temporary files across user areas. • Lockout user accounts of pupils accessing inappropriate material through the internet.
Health & Safety	
Knowledge • Know both general and specific ICT H&S issues relating to work, both for self and all potential users.	Examples • Give a brief safety induction session for new teachers/users. • Ensure ICT items have tested under PAT regulations. • Produce notices informing users of basics ergonomics - seat height, monitor position, etc. • Suggest to a member of staff that moving a monitor would reduce eyestrain.
Configuration & Installation	
Knowledge • Able to identify and categorise relevant information about changes in configuration for recording purposes. • Able to differentiate between standard and exception changes.	Examples • Move printers and PCs to a new location, update printer drivers and record the change. • Alert line manager when the number of software licences is insufficient for planned installations. • Suggest where an existing record keeping format needs changing.
Continuity, Maintenance & Security	
Knowledge • Understand how risk varies between systems and key system roles in the wider ICT service context. • Understand benefits and constraints of different backup methodologies.	Examples • Rotate data backup tapes appropriately, test backup tapes by restoring files on a regular basis. • Update definitions for antivirus software. • Withdraw access rights for a pupil who deletes another pupil's files, and reports the issue to curriculum staff. • Ensure staff sign a data confidentiality agreement; store these documents.
Support Request Management	
Knowledge • Understand the difference between an incident and a problem. • Understand the role of knowledge in recording and retrieving known solutions to problems.	Examples • Restart a print queue on a server, and then note from knowledgebase that this is happening regularly, requiring further investigation. • Change the screen resolution to enable correct running of a program; advise on the need to upgrade the graphics card for wider program compatibility.
Internal Support Arrangements & External Contracts	
Knowledge • Understand the importance of a high-quality support service. • Understand implications of contracts and warranties that are in place.	Examples • Advise line manager that basic checks and routine maintenance are behind schedule due to a large number of specific support requests. • What is/is not covered under warranty.

Strategy & Planning	
Knowledge • Basic technical knowledge of the possibilities of ICT in providing a solution.	Examples • Suggest the use of a wireless network access central ICT resources from a non-wired classroom. • Suggest changes work routines to make a technician more available to a member of staff new to ICT.
Budget & People Management	
Knowledge • Understand and follow school procedures.	Examples • Cross-reference invoices, packing notes, and order forms. • Work flexibly beyond normal hours (against time <i>in lieu</i>) to resolve a specific problem, or to carry out maintenance.
Personal ICT Competencies	
Knowledge • Able to use spreadsheets, databases, presentation and desktop publishing software. • Understand different types of email. • Can produce a simple web page. • Can perform simple image and graphic manipulation. • A good working knowledge of web development, including WordPress, PHP, HTML & CSS.	Examples • Use web-based and local email. • Use an online tutorial to improve spreadsheet skills. • Resize and crop pictures; change images from colour to black and white. • Able to download and save files from the Internet.
Communication Skills	
Knowledge • Good level of written and spoken English appropriate to the context and audience.	Examples • Spend time with and train a staff member wanting to produce a table using a word processor.
Educational Awareness	
Knowledge • Appreciation of the curriculum, including a general understanding of the requirements for ICT in the National Curriculum.	Examples • Aware of relevant school policies.