



# CATHEDRAL SCHOOLS TRUST

## Job description CST ICT Lead Technician

<b>Job title</b>	CST ICT Lead Technician
<b>Location</b>	Bristol Cathedral Choir School
<b>Salary</b>	SCP22 - SCP28 on the CST Pay Scale £22,778 - £27,522
<b>Responsible to</b>	CST ICT Director
<b>Hours</b>	Full time (37.5 hours per week)
<b>Role summary</b>	<p>Supporting the coordination and smooth running of ICT systems at Bristol Cathedral Choir School and across all CST sites to facilitate teaching and learning, administration and leadership.</p> <p>Supervising the work of the designated ICT Technician.</p>
<b>Duties and responsibilities</b>	<p><b>Responsibilities of the role</b></p> <ul style="list-style-type: none"><li>• Support the planning, procurement and installation of all new computer software and hardware as required, enabling the delivery of IT to all curriculum areas.</li><li>• Work closely with the school to understand ongoing and changing needs and establish best methods to achieve their objectives.</li><li>• Proactively keep all ICT equipment and classrooms at their optimal levels for best teaching environment.</li><li>• Work with CST IT Director and CST Systems Administrator to keep all network infrastructure at their optimal levels for the best teaching environment.</li><li>• Work with CST Systems Administrator to deliver project work when required.</li><li>• Work closely with the onsite ICT Technician and provide advice and guidance to facilitate their professional development.</li><li>• Develop and maintain effective working relationships with all users.</li><li>• Work with the team to make sure service packs and software upgrades are applied to the relevant devices.</li></ul>

- Update the CST IT Director or CST Systems Administrator with any outstanding issues as required.
- Keep all asset management software updated with new equipment and changes.
- Provide 1st and 2nd line support and resolve ICT incidents in a structured manner.
- Liaise with 3rd party suppliers to ensure resolution of ICT incidents, as required
- Proactively document and report all configuration and setup changes.
- Carry out planning and setups for events requiring ICT provision.
- Develop and maintain documentation and services to support the running and development of the ICT support team.
- Ensure that all ICT management systems, processes and practices are followed to ensure maximum efficiencies.
- Work within the requirements of Data Protection (GDPR) at all times.
- When necessary, communicate with staff regarding any interruptions, outages or changes to the ICT systems.
- Complete all necessary administrative tasks effectively and efficiently including establishing and maintaining suitable timelines.
- Carry out such other tasks as deemed appropriate by the ICT Director.

#### **General responsibilities**

- To establish and maintain effective relationships and communication with staff, parents and students.
- To uphold the high standards of the Trust in all communications.
- To play a full part in the life of the Trust community, supporting its mission and ethos.
- To adhere to the Trust's policies.
- To engage actively in the staff review and development process.
- To undertake professional development.

	<ul style="list-style-type: none"> <li>To share the Trust's commitment to ensuring the wellbeing and safeguarding of pupils at all times.</li> </ul> <p><b>Whole school expectations</b></p> <ul style="list-style-type: none"> <li>Develop good working relationships with colleagues, students and classes, and parents.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>You are accountable to the CST IT Director for all matters and performance.</li> <li>You are expected to set the highest personal standards of performance for yourself and, with the support of the CST IT Director, you are responsible for ensuring your own learning and development by way of work-based and / or other methods of study.</li> </ul>
<b>Safeguarding</b>	<p>We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.</p>

**Notes:**

*All posts at Cathedral Schools Trust are subject to pre-employment checks including, but not limited to, initial and periodic enhanced level checks with the Disclosure and Barring Service.*

*The duties outlined in this job description may be modified, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title.*

*This document does not form part of your contract of employment with the Trust.*