JOB DESCRIPTION

Job Title
Senior ICT Assistant

Salary Range
19-22 (Grade G)

Line Management Responsibility
Up to 5 employees

Line Manager
Headteacher

Base Location
School

Purpose of Role
To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Key Accountabilities
- Be responsible for the installation and maintenance of computer hardware and software   - Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff   - Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day   - Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate   - Support teaching staff / pupils in technical aspects of ICT   - Maintain computer files by backing up / archiving and updating/deleting information as appropriate   - Maintain and develop network   - Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns

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- Resolve hardware / software technical issues.
- Provides basic ICT training
- May carry out desk-top publishing procedures
- May provide bespoke ICT training for staff and pupils
- May check and maintain stocks of ICT equipment
- May supervise ICT support staff

Knowledge and Experience

- Knowledge and experience in a range of ICT system and software packages
- Requires up to date practical and procedural ICT knowledge / skills with hardware and software to support ICT teaching and learning
- Knowledge and skills equivalent to national qualifications level 3 and vendor qualifications for the specific hardware / software used.
- Keyboard skills for data processing

Personal Qualities

- Can effectively communicate with pupils, teachers and other staff regularly, normally on commonly occurring ICT issues, explaining how to use software or ICT accounts
- Has the ability to, at times, work within confined and awkward spaces with short periods of greater effort e.g. moving IT equipment.
- Can effectively switch between tasks and concentrate on the task in hand.
- A sensitivity and empathy to working within a faith environment, and a strong understanding of the structures and values of the Catholic Church

Expected Outcomes

- Will resolve technical faults and varied IT issues
- Work within procedures but can make some non-routine decisions i.e. taking necessary action to fix technical faults.
- Provide ICT training and technical support for the benefit of pupils, requiring explanation and guidance

- May carry out day-to-day allocation of work to other staff, requiring supervisory responsibility or provision of staff training.

- Will be responsible for IT systems and processes including safe storage of information and maintain the integrity and security of the network.

- Responsible for own continuing self-development, undertaking training as appropriate or as directed as part of CPD.

- Being aware of and complying with all relevant policies and procedures relating to child protection, health safety and security, confidentiality and data protection and reporting all concerns to the appropriate person.

- Good working relationships are promoted with Trustees, Diocesan staff, School staff and Governors and Plymouth CAST staff.

- Plymouth CAST fully complies with its statutory obligations and records are maintained as required by law and made available when required by authorized persons.

This document outlines the duties for the time being to indicate the level of responsibility. It is not a comprehensive or exclusive list and the duties may be varied from time to time which do not change the general character to the job or the level of responsibility entailed.

Changes can be made to this job description under consultation to reflect the changing needs of the role at any time.

Data Protection

All employees handling personal data must do so responsibly, securely and in line with the Trust's policies, guidance and training.