



Brighton & Hove

JOB DESCRIPTION

JOB TITLE: ICT Technician - Role E

SECTION: Schools

***Please note;** this is a Generic Job Description. It describes the level of responsibility that you will be required to undertake. Within this role you will be required to carry out the majority of the tasks listed, and your line manager will advise you of those that are not applicable. Each school is organised differently and the range of duties carried out at each level may be different in each school. Some jobs may carry out a diverse range of duties whilst others may be engaged on a narrower range of tasks. The following role profiles give examples of the types of work that may be carried out at each level. The list is not exhaustive and is intended to give an indication to help schools assimilate jobs to the appropriate level.*

PURPOSE OF JOB

Assist the senior manager of the ICT support team with **the management and development of the network infrastructure** within the school, to ensure the safe and reliable running of the ICT network in order to maintain a high quality service for staff and students.

Or

Undertake a lead role relating to a specific area of ICT within the school/college, **for example:**

Take a lead role in the planning, development and management of systems, procedures and policies relating to the school/college web site, **E-mail and support structures** to ensure a high quality service is provided that reflects the needs of staff, students and members of the public.

PRINCIPAL ACCOUNTABILITIES

Desktop & Applications Support / Server & Network Support / Configuration & Installation

Reflecting the greater degree of experience required at this level:

- **Take responsibility for installation projects of a larger scale and more complex nature within the school, or those that may have a greater impact on the continuity of services.**
- **Contribute to** the determination and planning of the network development within the school as a whole, including workstations, servers, switches, routers.
- **Perform a wide range of hardware repairs and upgrades.**

- Take **responsibility for the resolution of Incidents, Tasks and Problems of a more complex nature and which may have a greater impact** on the school's ICT services.
- **Organise and resolve most issues/queries of a technical nature independently, providing guidance and advice on specialised but established techniques, methods, procedures and related matters to students and staff at all levels.**
- **Set up system security and backup procedures**, checking log files on a daily basis and making recommendations on the storage and security of information and work, (administration and curriculum) on the school servers.
- **Develop good practice guidelines and procedures for staff and students** on the use of ICT equipment, hardware, systems etc, to ensure/improve access for all, e.g. the visually impaired.
- **Assist the manager of the ICT support team in setting up and managing user accounts, monitoring profiles**, deleting unnecessary information and defragging, to keep computers running at optimum speed.
- Manage the structure of an intranet.
- **Pro-actively search through workspaces to ensure no inappropriate material is stored and deal with security breaches such as access to inappropriate sites, reporting any serious breaches to the senior manager responsible.**
- **Ensure that software, licenses, operating systems and anti-virus protection are regularly updated and monitor for named viruses, including checking hard drives for malicious software.**
- Provide specialist advice and guidance to staff and students on any matters relating to own area of ICT expertise to enable them to make full use of available hardware, software, networks, communication and information systems as necessary.
- **Manage all technical records, information and other data relating to network / web servers as required, providing expert analysis and reports to enable the effectiveness of the systems etc to be evaluated.**
- **Liaise with Brighton & Hove City Council Network technicians as required on all ICT related issues in order to ensure a high quality service is maintained.**

Web Site Management / E-mail Support

Specific roles may have responsibility to:

- **design, development and management** of the school/college web site (including public and restricted pages), **objectives, strategic approach and budget requirements to ensure the web site reflects the needs of the school/college.**
- **research, install and implement the best web server and E-mail solution for school/college needs, ordering specialist equipment and software within an agreed budget.**
- **set up and install Microsoft Exchange for Outlook on all staff PCs, create and manage all accounts and create and maintain the school/college global address book/staff member database.**

Health & Safety and other Policies

- Have knowledge of, understand and comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection, reporting concerns to an appropriate person.
- Raise awareness among staff, pupils and other users of Health & Safety procedures, e.g. give a brief safety induction session for new teachers/users, suggest to a member of staff that moving a monitor would reduce eye strain.

Budget & Line Management

- Support the full range of financial planning for ICT, including purchase of larger items, and help to estimate future budget requirements, e.g. contact a range of suppliers to get quotes and draw up a detailed list of comparisons.
- **Evaluate new developments and provide input into the resource planning process in order to ensure that appropriate resources are available to ensure service continuity.**
- Act as a mentor, providing practical and technical support and guidance to less experienced staff, in order to assist in their workload/professional development, or any other colleague who may be in need of support.
- May allocate tasks between support staff, including recording requests, following up calls and implementing a maintenance schedule.
- May have supervisory responsibility for junior staff, providing advice and guidance, assisting with recruitment and selection and induction/ongoing training of staff.

Micellaneous

- Participate in training and other learning activities and performance development as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to *undertake* various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Post Title: ICT Technician – Role E

Department: Children and Young People's Trust

Section: Schools

Essential Criteria

Job Related Education, Qualifications and Knowledge	<ul style="list-style-type: none">• ITQ level 3, Microsoft Certification IT Professional level 3, or equivalent qualification or experience in an ICT related discipline.• A sound general IT background with knowledge of industry standard desktop application software, e.g. MS Office and hardware.• Understand how ICT can enhance teaching and learning in schools.• Comprehensive knowledge of ICT initiatives and developments in schools/colleges.• Detailed practical knowledge of the relevant Windows operating systems.• Knowledge of Windows 2000/2003 File Server Networks.• Knowledge of manual handling techniques.• Detailed knowledge of both general and specific ICT H&S issues relating to work, both for self, staff and all potential users.• Appreciation of the various stages in procuring goods and services. <p>Specific roles may require:</p> <ul style="list-style-type: none">• detailed practical knowledge of Microsoft Exchange for Outlook and/or knowledge of Windows ISS Web server, PHP, miSQL, ASP, Dreamweaver (or equivalent).
Experience	<ul style="list-style-type: none">• Substantial and expert experience of installing, configuring and upgrading hardware and software and troubleshooting in a networked environment with minimum supervision.• A confident and experienced user of all hardware and operating systems in use within the school.• A confident and experienced user of all desktop applications in use within the school, including educational software.• Substantial and expert experience of network and systems management within a small user population and experience of implementing sound resource and user level security.• Experience of working as part of a team in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements.• Knowledge of ICT issues and trends.

	<ul style="list-style-type: none"> • Some experience of supervising the activities of technical support staff, where the role requires it. • Specific roles may require experience of web development.
Skills and Abilities	<ul style="list-style-type: none"> • Able to apply an innovative approach to problem solving within own specialist area. • Able to troubleshoot and resolve problems on newly implemented systems using the product's manual for support. • Able to identify potential difficulties / issues, analyse / diagnose them and make recommendations. • Able to provide high-level technical support on any hardware and software encountered within the school, with minimum support. • Able to work methodically and accurately, with close attention to detail, e.g. providing consistent documentation when tracking the progress of all Incidents and Problems to avoid comprising the integrity of the network. • Well developed interpersonal and communication skills, in particular the ability to communicate clearly and effectively on technical subjects to non-specialists in formal and informal settings.. • Able to remain calm under pressure, dealing with all customers patiently. • Able to liaise with senior staff, e.g. discuss with teachers the advantages and problems of using mobile electronic whiteboards. • Able to influence others within agreed guidelines and budget constraints, e.g. suppliers of goods and services • Able to prioritise own workload and, when co-ordinating a team, to allocate work appropriately. • Ability to work on simultaneous projects and prioritise conflicting demands. • Able to research, test and install new technologies. • Able to document current policies and practices. • Able to help with the induction of new ICT Technicians across a broad range of activities and work closely with others in a mutually supportive manner. • Able to work alone with minimal supervision. • Able to use initiative and take responsibility for own actions. • Excellent record keeping skills. • Able to train groups of staff. • Able to supervise staff where this is a requirement of the role. • Able to lift and handle ICT equipment.
Equalities	<ul style="list-style-type: none"> • To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.