



ICT Technician

Job Description

Post:	ICT Technician
Responsible to:	Trust ICT Manager
Core Purpose:	Ensure the smooth running of ICT systems at designated site to facilitate Teaching, Learning, Administration and Leadership.

Specific Responsibilities:

- Support the installation of all new computer software and Hardware as required, enabling the delivery of IT to all curriculum areas.
- Proactively keep all ICT equipment and classes at their optimal levels for best teaching environment.
- Work with Sites technical lead to keep all network infrastructure at their optimal levels for best teaching environment.
- To develop and maintain effective working relationships with all users.
- Work with team to make sure service packs and software upgrades are applied to the relevant devices.
- Update the Sites Technical lead manager with any outstanding issues as required.
- Keep all asset management software updated with new equipment and changes.
- Provide 1st line support and resolve ICT incidents in a structured manor.
- Liaise with 3rd party suppliers to ensure a 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.

Decision Making:

- Work is to be carried out within clearly defined rules and procedures maintaining uniformity across all school sites.
- All alterations to any network infrastructure should be reported to the Trust ICT Manager for review and planning.
- All configuration changes at individual sites to reviewed by Trust ICT Manager.

Working Environment:

- You will be predominantly based at a designated site.

Accountability:

- You are accountable to the Trust's ICT Manager for your own performance.
- You are expected to set the highest personal standards of performance for yourself, and with the support of your line manager, you are responsible for ensuring your own learning and development by way of work-based and /or other methods of study.

General Responsibilities:

- To establish and maintain effective relationships and communication with staff, parents & 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 & ethos
- To adhere to the Trust's policies
- To engage actively in the staff review and development process
- To undertake professional development

Notes:

The duties outlined in this job description may be modified by The Executive Principal, 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 school.