

**Job Description**

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| **Job Title:** | ICT Lead Technician |
| **Reports to:** | ICT Manager |
| **Salary Range:** | £21,000-£24,000 |
| **Role Summary**The overall purpose is to support all staff and students of University Technical College Cambridge, Parkside Federation Academies and its feeder schools to achieve their learning potential through the provision of high quality, relevant ICT support services that enable teaching staff to maximise their capacity for delivering the curriculum and encourage students to use ICT effectively. Also to maintain a robust ICT network, which has good standards of operation. |
| **Key Job Outcomes**1. Under the overall line management of the ICT Manager to monitor requests sent to the Web Help Desk and to ensure that the tickets raised are dealt with in a fair and systematic manner. To ensure that the Federation’s ICT infrastructure is continuously monitored both site specific and cross site for its efficient operation and full functionality for students and staff use.* Make sure hardware and software is maintained and repaired within technical capabilities of the team
* Ensure the health and safety of the equipment and operation including assembly and dismantling of equipment and materials, cleaning and storage
* Ensure the systematic checking, cleaning, security and integrity of all classroom equipment.
* Ensure that redundant equipment is disposed of in an appropriate timescale and in accordance with Federation policies and legislation.
* Be responsible for the administration and maintenance of network services.
* Be responsible for the administration of Active Directory.
* Be responsible for maintaining robust backup processes on behalf of the Federation.
* Maintain intranet as required.
* Monitor, maintain and administer disk space and user access rights as required.
* Update network documentation as required.

2. To ensure technical assistance and practical support is provided for the School’s ICT systems to students and staff within agreed timescales including;* Set up hardware/peripherals and install software as required
* Take the lead with the implementation and installation of new ICT based hardware

3. Under the overall supervision of the ICT Manager assist in the ongoing development of the service by* Keeping up to date with current developments in ICT by relevant training and research.
* Identifying areas that need to be considered for strategic improvement and suggesting solutions.

4. Support for the Federation* Ensure written notes on all fixes developed are logged in a central file
* Establish and implement maintenance programmes.

5. Support for feeder schools* Provide maintenance support to feeder primaries to contract terms
* Provide installation support to feeder primaries, excluding SIMs

6. Administration* Monitor and maintain consumables stock levels; re-ordering as required to ensure continued operation of all equipment.
* Prepare written notes on all fixes developed adding these to job tickets / FAQ database as required.
* Be responsible for the preparation of maintenance programmes ensuring the schedule is adhered to and all issues are followed up effectively.
* Be responsible for carrying out the annual audit of assets against the Federation’s CIR, liaising with Heads of Faculty to arrange support.
* Be responsible for the administration of print credit procedures, ensuring receipts are reconciled against records and monies forwarded to finance in a timely manner.
* Prepare presentations and documentation to help increase the federation’s understanding of our ICT infrastructure.

7. Safeguarding* Monitor the computer usage of Federation staff and alert the College Principal to any instances where inappropriate sites have been accessed
* To log dates and times of inappropriate use and record evidence of site contents when discovered or requested to do so by the College Principal or member of the Senior Leadership Team
* To secure any laptop, PC or tablet that has been used to access inappropriate sites to preserve evidence
* To maintain confidentiality at all times

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.  |
| **General Accountabilities*** Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
* All staff may be required, from time to time, to support the use of ICT by carrying out routine tasks under the guidance of teaching or ICT support staff.
* Work in compliance with the Codes of Conduct, Regulations and policies of Cambridgeshire County Council, and its commitment to equal opportunities.
* Ensure that output and quality of work is of a high standard and complies with current legislation / standards.
* Be flexible and work across Federation sites if required.
* Be able to work on own initiative.
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