



JOB DESCRIPTION

ICT Technician (CAN 21 – 25)

Scale:	CAN 21-25
Line Manager:	ICT Trust Leader
Hours per week:	36
Weeks per year:	All year round
Annual leave:	22 days (25 days after 5 years continuous service) to be taken during school holidays plus bank holiday provision.

General information:

The overall purposes of the job are to:

- Provide support for the school and Trust computer network systems
- Undertake developmental work where appropriate and where within your capability
- To liaise with members of the ICT support team across the trust and work with them as directed by the CEO, Headteacher or ICT Trust Manager; this may involve working at any school in the Trust to support initiatives or deliver training as required by your line manager.

Specific:

Network Support:

1. To assist in the management of the schools' networks including:
 - User Management
 - Printer Management
 - Installation and updating of software
 - Back-up Management
 - Station Management
 - Problem Solving.
 - Cashless Catering
 - Wireless System
2. To help to maintain hardware including:
 - Routine cleaning of hardware
 - Maintenance of printers and other peripherals.
 - Upgrading and re-configuration of PCs.
 - AV equipment
3. To provide technical support for teaching and non-teaching staff related to ICT
4. To assist in the delivery of staff ICT training as appropriate, including cascading training to the ICT team.

5. Specific Responsibilities for on-going needs eg

- Administration – new users for: network, Email, Google,
- Teacher Laptops and/or classroom desktops
- Management of the iPads
- Management of student laptops/chromebooks.

6. Developmental work (under the guidance of the ICT Trust Leader)

It is envisaged that this will be a series of projects with clear specifications and overseen by the ICT Co-ordinator. An example of a project might be:

- Introduction of new subject software and the necessary technical support for installation and implementation

GENERAL:

- To attend, where appropriate, whole school events
- To be aware of and comply with all school policies and procedures
- To attend relevant meetings as required
- To participate in training and other learning activities and performance management as required
- To carry out other duties as may be reasonably requested by the Senior Leadership Team/Line Manager.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed.



PERSON SPECIFICATION

As an ICT Technician you will have a varied and busy role working as part of the ICT support team. You will be expected to work effectively with staff and will thus need the following qualities:-

- Ability to form good working relationships and to be able to work individually or as part of a team
- Good communication skills with students, staff and equipment suppliers
- Good organisational and time management skills and the ability to work under pressure
- Adaptability and flexibility in working practices and the ability to know when to use your initiative
- An ability to work with minimal supervision on administrative or technical tasks
- Ability to keep confidentiality as required by school policy
- An ability to present a good role model to pupils

In addition, you will be expected to have:

- An awareness of health and safety issues relevant to the ICT technical environment.
- Knowledge and ability within the fields of ICT that supports the fulfilment of the job description, including knowledge of common software
- A capacity to learn new technical skills as required
- A desire to fulfil the role to the best of your ability

Training on the equipment used in the school and the Trust, and in school/Trust systems and practices, will be provided.