Job Description

Job Title: ICT Technician

Reporting to: Assistant Network Manager **Grade: 2 Point 8 - 12**

Overall purpose of the post:

To support the provision of high quality and professional ICT support service to all staff and students within the Academy as and when required.

Main duties and responsibilities:

- Manage own workload through the allocation of calls via the helpdesk.
- Providing first line ICT support to staff and students.
- Assist with the maintenance of all ICT rooms and equipment.
- Assist with general technical support for the ICT department
- Assist with the evaluation of new and existing software
- Attend and contribute to ICT related meetings.
- Assist in the development of recording systems for ICT usage throughout the department.
- Assist in keeping the ICT software/hardware inventories up to date.
- Assist in providing technical support for staff presentations.
- Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken.
- Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation.
- Install and configure software under the direction of the network manager.
- To comply with the Academy's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns;
- To comply with Academy policies and procedures at all times.
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Personal Contacts

External: Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

Internal: Students, staff, board and Academy council members, parents and any other visitors to the Academy.