



BISHOP VESEY'S GRAMMAR SCHOOL

JOB DESCRIPTION

Job Title: IT TECHNICIAN – TERM TIME

Grade: Scale 4 – spinal points 18-21

1.0 JOB PURPOSE

- 1.1 To provide an efficient and effective ICT Technical Support Service to the ICT Network Manager.
- 1.2 To support the maintenance and development of the school ICT resources.
- 1.3 To provide training and support sessions for staff and students.
- 1.4 To assist in classroom and curriculum support as appropriate

2.0 DUTIES AND RESPONSIBILITIES

- 2.1 To ensure that at all times the ICT facilities across the school are fully functional and maintained.
- 2.2 To work proactively to ensure that equipment is protected from damage or misuse and report any findings to the Network Manager.
- 2.3 To deliver and set up portable and non-portable ICT equipment as required by staff.
- 2.4 To be responsible for the general day to day maintenance of the school ICT equipment.
- 2.5 Maintain and update network documentation and inventories.
- 2.6 Ensure patch management and anti-virus systems are functioning correctly.
- 2.7 To check the anti-virus software across the whole school network and address alerts accordingly.

- 2.8 To ensure daily backup checks and conduct regular restore tests.
- 2.9 Monitoring and updating the school's IT helpdesk portal for ensuring a timely resolution to requests and issues logged.
- 2.10 To maintain a daily work log, recording details of tasks undertaken and regular reporting to other members of the department.
- 2.11 Diagnose any hardware or software issues and either implement a resolution or escalate the issue.
- 2.12 Escalate issues to IT support companies when required in an efficient manner.
- 2.13 To help maintain school's website and update content when required in order to ensure information present is current.
- 2.14 To provide technical support during the in-service training of staff by prior arrangement
- 2.15 To provide support to other ICT activities that are taking place within the school. E.g. e-Learning, Computer Club, Parents ICT Support.
- 2.16 Promote the effective use of ICT facilities to staff and students, including creating and maintaining user guides.
- 2.17 To be aware of and contribute to, plans designed to increase the security of the ICT equipment to protect against loss of equipment and data.
- 2.18 To maintain logs of site licences and be aware of the legal implications relating to the use of ICT within the school.
- 2.19 To ensure that staff and pupils are protected from inappropriate material published on the internet by being aware of potential safeguarding issues and adhere to the LA's and school's agreed and adopted Internet Safety policies.
- 2.20 Adhere to Data Protection legislation in order to minimise the sensitive data exposure risk.
- 2.21 Assist in the development of the schools ICT systems.
- 2.22 To promote the safeguarding and welfare of people you are responsible for or come into contact with.

- 2.23 To ensure all tasks are carried out with due regard to Health & Safety policy and procedures.
- 2.24 To ensure all tasks are carried out with due regard to all school policies and procedures including the Equality & Diversity Policy and Staff Code of Conduct.
- 2.25 To undertake appropriate professional development including adhering to the principle of performance development.
- 2.26 Develop professional and productive relationships with all colleagues and stakeholders.
- 2.21 To adhere to the ethos of the school.
 - 2.19.1 To promote the agreed vision and aims of the school.
 - 2.19.2 To set an example of personal integrity and professionalism
 - 2.19.3 Attendance at staff meetings, parent evenings and school events as appropriate.
- 2.22 Any other duties as commensurate within the grade in order to ensure the smooth running of the school.

3.0 SUPERVISION RECEIVED

- 3.1 SUPERVISING OFFICER: Network Manager.
- 3.2 LEVEL OF SUPERVISION: Left to work within established guidelines subject to scrutiny by Line Manager.

Signed by employee

Date

Signed by Line Manager (Network Manager)

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Date