



THE CHARLES DICKENS SCHOOL

Name:

Job Description: ICT Technician

Grade: BCAT 6

Employed for: Full Time – 37 hours per week.

Hours: 08.00 – 16.00 Mon – Thurs, 08.00 – 15.30 Fri (to include 30 minutes unpaid lunch break)

Professional Relationships:

Responsible to: Trust ICT Strategy and Project Manager

Responsible for:

Purpose: To provide an outstanding 1st Line ICT and A/V support service to the school community to ensure effective and efficient use of technology in the teaching, learning, and administrative objectives of the school. This will include support of all users and maintenance of client-side equipment. The ICT Technician will also assist the Trust Lead/Senior ICT Technician in relation to 2nd Line support as required.

Person Specification

Essential Skills

- Excellent customer service skills. Have a positive and proactive attitude.
- Ability to work under pressure in a very busy environment and be flexible to changing priorities.
- Good organisational skills to ensure an ordered environment and effective departmental service.
- Good communication skills, both written and verbal.
- Knowledge of a range of technologies, including PC hardware (desktop and laptop), Audio/Visual, associated peripherals, Operating Systems, and general software. Ability to perform maintenance and upgrade tasks on equipment with skill and safety.
- Ability and desire to quickly gain and apply new knowledge.
- To have a good knowledge of different software packages (e.g. Microsoft Office), and adapt quickly to new software. Ability to identify any potential incompatibilities and provide resolutions.

- Understand the need to “follow through” a task to ensure that end users are fully supported
- Be able to work as part of a team, and on own initiative when the job requires within school policy
- Be prepared to seek support when an unknown situation arises to ensure good service is provided to end users

Desirable skills

- Previous experience working in a technical support role.
- Experience of working in an education establishment.
- Have an understanding of client/server networks, particularly Microsoft Server-based infrastructures.
- Previous exposure to Active Directory.
- Experience of Microsoft SharePoint-based Internet portals.

ACCOUNTABILITY	EXAMPLES OF INDICATIVE TASKS
<p><u>Teaching and Learning / Administrative Support</u></p> <p>To provide support and training to staff, students, and other stakeholders, with the use of all ICT equipment, software and services, e.g. PCs, laptops, IWBs, peripherals, curriculum software and network services.</p> <p>Ensure that the teaching, learning, and administrative aims of the school can be delivered effectively and in an efficient manner using technology as appropriate.</p>	<ul style="list-style-type: none"> • Support staff and students in the effective and efficient use of PCs/Laptops and software. • To provide problem resolution and ad-hoc training as required. • Assist staff in the use of IWBs and projectors. Ensure that the equipment is in working order and ready for immediate use to enable staff to deliver lessons without issue. • To respond as a high priority to any report of issues having an immediate impact on teaching and learning. • Ensure that the peripheral devices associated with ICT are available and working to ensure minimum disruption.
<p><u>Hardware and Software Support</u></p> <p>To ensure all hardware and software is fully functioning and is available for use by staff and students.</p> <p>To complete installation, upgrade, and maintenance tasks on hardware and software in a timely manner to ensure availability and fitness for purpose.</p>	<ul style="list-style-type: none"> • Installation and upgrading of hardware, including imaging as appropriate. • Perform diagnostic testing of faults and resolve if possible. • Ensure all printers are in good working order and replace toner cartridges as required. • Installation of software either using MSI packages/centralised deployment, or local installation as appropriate. • To diagnose problems with software titles and implement or suggest a solution as soon as possible to limit disruption to the end user. • Organise hardware support calls with the manufacturer of

	<p>faulty equipment as required. Liaise with on-site engineers, or organise return by courier, as appropriate.</p> <ul style="list-style-type: none"> • To refer any unresolved issues, damage or concerns to the Trust Lead/Senior ICT Technician or Trust ICT Strategy Manager immediately.
<p><u>Network Services Support</u></p> <p>To ensure that network services and resources are available to users, and are operating correctly and in a timely manner.</p> <p>To ensure the security of data is upheld to conform with Data Protection and Safeguarding requirements. Ensuring correct access permissions are allocated.</p>	<ul style="list-style-type: none"> • Resolve connectivity issues with client devices and network-enabled peripherals. • Assist stakeholders with forgotten account access information. • Ensure Anti-Virus is installed and updated on all clients via central management.
<p><u>Audio/Visual Support</u></p> <p>Ensure that the data projectors and IWBs are functioning correctly throughout the school to minimum disruption to lessons.</p> <p>To organise, supply and support equipment requested by staff for assemblies, performances, training, etc.</p> <p>Ensure staff are confident in the equipment usage, and be available to ensure that there is no delay due to technology related issues.</p>	<ul style="list-style-type: none"> • Ensure all projectors, amplifiers/speakers, and Interactive Whiteboards are in working order, and respond to requests for support as appropriate to ensure successful lesson delivery. • Provide and support staff with A/V equipment when requested for Assemblies, presentations, etc. • Train staff in the use of the A/V equipment in their classroom as required. • Perform regular audits of all classrooms to ensure that A/V equipment is in good working order. Resolve any issues found. • Ensure the Digital Signage system and displays are in good working order.
<p><u>ICT Support Administration</u></p> <p>Ensure the ICT Support Department can function effectively by engaging in responsible administration of the roles and responsibilities of the post.</p> <p>Ensure that requests and noted issues are dealt with in a timely and manner as appropriate to agreed service levels and priorities.</p>	<ul style="list-style-type: none"> • Ensure that current issues and tasks are appropriately logged and noted. Ensure the all ICT Support staff have easy access to these records. • Monitor and respond to ICT Helpdesk reports. Keep open reports regularly updated. • Enter all new or relocated equipment on the ICT Equipment Audit. Ensure this is accurate at all times and Serial Numbers recorded. • Ensure all new equipment is appropriately security marked before deployment. • Prepare and organise the appropriate disposal of redundant

	<p>ICT equipment in line with environmental requirements. Ensure devices containing data are removed and disposed of using licensed services.</p> <ul style="list-style-type: none"> • Ensure the number of client installation for products on limited licenses are recorded to ensure legal license compliance. Do not install more copies than licensed. Inform the Trust ICT Strategy Manager of any licensing concerns. • Manage the ICT Consumable Stock Control for items such as printer consumables and projector bulbs. Inform the senior ICT Support staff when stock levels are running low. • Prepare order forms as directed by senior ICT Support staff and submit to the Trust ICT Strategy Manager for authorisation. • Complete and file any necessary paperwork regarding asset management, ordering, or other departmental documentation. Ensure confidential information is shredded.
<p><u>Miscellaneous</u></p>	<ul style="list-style-type: none"> • Assist the Trust Lead/Senior ICT Technician in relation to 2nd Line support as required. • Bring to the Trust ICT Strategy Manager's attention any matter that could have a bearing on the provision of excellence in ICT within the school. • Staff are expected to dress in a professional and business-like manner. It is expected that male staff wear a suit and tie and that female staff wear business/professional dress. On non-uniform days, staff development days, and outside of Term Time, the dress code is smart-casual.

- To assess development and training needs and discuss with line manager.
- To set your own targets before any development activity and review and evaluate the activity after completion, cascading information to the appropriate team when relevant.
- To keep personal records of all staff development activities in which you are/have been involved.

To carry out as requested from time to time any other relevant duties as may be reasonably required by the Executive Headteacher.

The job description will be reviewed at the end of the academic year or earlier if necessary. In addition it may be amended at any time after consultation with you.

Two copies of this job description should be signed, the post holder retaining one and the Executive Headteacher the other.

Signed: Date: