

Job Title:	ICT Technician (Term Time 38 + 1 weeks)
Salary:	Grade 6 Pro-rata - £14,354
Hours:	37 weeks per year + 1 week for training days 8:00am – 4:30pm Monday to Thursday (1 hour lunch) 8:00am – 4:00pm Friday (1 hour lunch) 37 hours per week
Responsible to:	Network Manager
Job Purpose:	<p>To assist the Network Manager in maintaining the smooth and efficient running of the computer networks and related ICT equipment in the College</p> <p>To assist in the delivery of an excellent technical support service and first class customer service support for staff and students.</p> <p>To support students and staff in the appropriate use of ICT and ensure ICT systems are available at all times.</p>

Main Duties and Responsibilities

To contribute to the efficient running of the networks ensuring the availability of fully operational networks, computers and related ICT equipment.

- Install, maintain and upgrade ICT hardware and software
- Monitor the ICT Support Helpdesk, taking ownership of tickets or escalate when required
- Undertake routine repairs of equipment
- Support with maintenance schedules
- Allocation of usernames and password for College ICT Services
- Provide technical support within the classroom
- Assist with upkeep of ICT Inventory
- Ensure that ICT rooms are kept tidy and that equipment is available and in good working order at all times
- Ensure that the Server Room/ICT office is kept tidy and equipment stored correctly
- Delivery of Mobile ICT devices into the classrooms when required
- Provide support and advise to all ICT users in the safe use of ICT facilities and services
- Provide assistance to parents for online service available to them
- To carry out other duties which may be decided from time to time within the grading of the post
- To contribute to the development of highly effective teaching and learning across the college.
- To support and advise teaching staff in the use of ICT, including the VLE, to promote learning in all subjects.
- To support students' learning in the ICT suites and classrooms, working alongside teachers as required.
- To liaise with the Network Manager and teaching staff, identifying, evaluating and developing learning resources for use in the implementation of the curriculum in ICT and other subjects.

Other Duties

- Support the vision statement and ethos of the college
- Attend and benefit from appropriate in-house and external meetings and training opportunities.
- To undertake training in accordance with job requirements and performance reviews.
- To comply with the requirements of equal opportunities, Child Protection, data protection, copyright, Health & Safety and other relevant legislation and college policy.

The post holder should have an in depth knowledge and understanding of the requirements of the post and of processes and procedures. He/she should be able to plan and co-ordinate their own activities and deal with routine matters independently.

WHOLE COLLEGE RESPONSIBILITIES:

- Support current policies and recognised good practice within the college.
- Be aware of the importance of confidentiality and data protection.
- Participate in annual Performance Management review with Line Manager, based on agreed objectives, ideally one of which should be linked to the college improvement plan.
- To work as part of a team, to act as a contact in providing basic emergency first aid, if training is provided.
- Willingness to be flexible in both approach & use of time.
- All tasks should be undertaken with due regard to Health & Safety Regulations.
- To undertake such other duties which are within the scope of the job purpose, title of the job and its grade.

This post is subject to enhanced level check from the Disclosure and Barring Service (DBS).

All Ivanhoe employees are expected to promote and safeguard the welfare of students at the college. Our Child Protection Policy is made known to all and is designed to guide staff, students and parents/carers with regard to Child Protection issues.

The Governing Body is seeking to promote the employment of people with disabilities and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable candidate with a disability.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character and requirements of the post or the level of responsibility entailed. Variations are a common occurrence and do not necessarily constitute additional responsibilities or warrant a higher grade.