



## ICT Technician

**Grade: JG5**

**Line Manager:** ICT Network Manager  
**Other Stakeholders:** Headteacher | SLT  
**Responsible for:** N/A

### CONTEXT

It is expected that staff at Clevedon School agree with, abide by and promote the aims and objectives of the School and the Clevedon Learning Trust.

The school's vision statement is: '**Be Kind. Be Brilliant**'.

Staff should interact on a professional level with all stakeholders. Clevedon School is an institution where each member is valued as part of the school, committed to equality of educational opportunity.

The role of ICT Technician is a key one. Creative thinking in the current climate of tight financial constraints is a must for this role and as is a willingness to get involved in all aspects of the role and the wider school community.

### A. MAIN AREAS OF DUTY

- i. With the ICT Network Manager manage the school's ICT infrastructure and provide technical support to ICT users throughout the school.
- ii. Provide and maintain ICT services that support effective teaching, learning and administration within the school.
- iii. Support the members of the Clevedon Learning Trust IT Support Team in providing support for all of the trust schools.

### B. SPECIFIC DUTIES

- i. To manage installation, repair and configuration of components, peripherals and software across the school servers and clients.
- ii. To provide advice and technical support for all users within the school on ICT equipment as well as working with and supporting pupils using computer equipment and providing assistance in the classroom where necessary.
- iii. To provide help, advice and guidance on technology developments to improve ICT provision and ICT support service delivery within the school.
- iv. Provide help and support for the school as we migrate services to Office 365.
- v. Help support the growing number of schools in the Trust by using the remote support tools.
- vi. Utilise the Spiceworks fault logging service, and ensure issues are resolved in a timely manner and with minimal disruption to learning.
- vii. To help support the on-going strategic and practical development of network system, services and facilities.
- viii. To ensure that an inventory of all computer hardware and software is maintained and that licensing requirements are adhered to, and that the location of all items is recorded and hardware security marked.

- ix. To ensure the security of all information held on the computer systems is maintained in line with the Data Protection Act, School Policy, Virus Protection Policy etc.
- x. Support the effective use of ICT systems throughout the Trust to promote improved standards by supporting and training stakeholders (e.g. SLT, teaching and support staff) in key areas.
- xi. To be aware of, comply with, and enforce, policies and procedures relating to child protection, security and confidentiality, reporting all concerns to an appropriate person in line with the school's Acceptable Use Agreements.
- xii. To help ensure that all staff and students are aware of the requirements of operational policies relating to their use of ICT.
- xiii. To maintain confidentiality at all times in respect of school and trust related matters and to prevent the disclosure of confidential and sensitive information in line with the principles of Data Protection.
- xiv. With the ICT Network Manager develop an ICT improvement plan for the school.
- xv. Under the supervision of the ICT Network Manager, help with major developments within ICT services/resources and support their implementation.
- xvi. With the ICT Network Manager maintain a view of the capabilities of the school's ICT service and contribute to continuous improvement to meet future needs.
- xvii. Be responsible for developing and automating basic IT functions through scripting and programming.
- xviii. Support the managed print solution at the school.
- xix. Produce new and updated technical documentation and guides for staff.
- xx. Be a key member of the ICT Support team as it expands.

#### **AND IN ADDITION**

Having a willingness to take responsibility for one's own professional development and to engage with further training and opportunities.

To attend any other meetings and fulfil other duties as may, from time to time, be reasonably directed by the Headteacher.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task may not be identified. The allocation of particular responsibilities may be amended by agreement from time to time.

#### **NOTES**

The School will endeavour to make any reasonable adjustments to the job and working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

The job description is current at the time of publication but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.



## QUALIFICATIONS AND EXPERIENCE

AREA	ESSENTIAL	DESIRABLE
<b>Education</b>	Good general education to GCSE Level including Numeracy and Literacy equivalent to GCSE Grade C, or Level 3 on the national vocational framework	Evidence of relevant professional development and qualifications
<b>Experience</b>	<p>A broad range of practical technical experience and knowledge, including:</p> <ul style="list-style-type: none"> <li>• Fault identification and repair</li> <li>• Different hardware, including: Whiteboards, Projectors, PCs, Printers, iPads, iMac.</li> <li>• Office 365 and Exchange</li> <li>• MS Office</li> <li>• Windows Server</li> <li>• Switch and Wireless management</li> <li>• A range of networking technologies, systems, software and hardware</li> </ul> <p>At least 1 years' experience in an IT support role</p>	<p>Experience of working in education, preferably in a large secondary school.</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> <li>• Building servers and workstations</li> <li>• Understanding of networking concepts: TCP/IP, LAN/WAN, DHCP, DNS, Routing, Switching and Firewalls.</li> <li>• Email and spam troubleshooting.</li> <li>• Data Backup and recovery</li> <li>• SQL Server</li> </ul> <p>Microsoft Certified</p>
<b>Other Skills</b>	Strong numeric skills and attention to detail.	Knowledge and understanding of an educational database, such as SIMS
<b>Qualities</b>	<p>Excellent communication and interpersonal skills</p> <p>The ability to relate to, and establish effective relationships with students, staff and parents</p> <p>Excellent organisational skills and the ability to effectively multi-task, plan and prioritise workload to meet deadlines</p> <p>Ability to work on own initiative and to 'think outside the box' for problem solving</p> <p>Good time management, flexible, motivated, confident, assertive</p> <p>Ability to manage change</p> <p>Respect confidentiality</p> <p>Enthusiastic and positive with a 'can-do' attitude</p> <p>A willingness to be flexible about working hours</p>	

