

JOB DESCRIPTION IT Administrator

Title: IT Administrator
 Salary Grade: CD
 Contract Type: Permanent, Term-time, 39 Weeks (38 term weeks +1 PD week)
 Responsible to: IT Manager

General Description:

To provide an administrative support service to the IT Manager/Department and the school, to ensure the smooth running of the school administration on a daily basis. Manage the school Reprographics need, ensuring an efficient and timely service. The job holder works under supervision and/or their work is subject to checks and controls.

Summary of Key Tasks:

| 1. | Responsibilities/Key Tasks |
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| 1.1 | <ul style="list-style-type: none"> • Receive log and track queries from parents, staff and students and coordinate with the IT team to provide a timely and accurate response. • Compile standard letters, documents, orders and lists as directed by the IT Manager and/or Headteacher. • Undertake simple finance and statistical tasks, e.g. recording money received on the appropriate system (Parentpay). • Maintain and update all necessary records using manual and computerised systems and check entries. • Manage and maintain the schools reprographics function – under the direction of the IT manager • Assist in the collation of materials e.g. School brochures • Maintain a diary of appointments and activities for the IT Manager/Technician • Report concerns and obtain support for any issues raised. • Redirect customers to other staff for specialist support as appropriate |
| 1.2 | <p><u>Communications:</u></p> <ul style="list-style-type: none"> • Undertake reception duties for the IT Department (and whole school when necessary); act as first point of contact in response to telephone and face to face enquiries. • Communicate effectively with other staff, visitors, pupils and their families/carers regarding IT updates, system downtimes and security announcements. • Attend staff meetings and training days by agreement with the IT Manager/Headteacher. • Conduct follow-ups with parents, staff and students to ensure their IT issues have been resolved satisfactorily. |
| 1.3 | <p><u>Resource Management:</u></p> <ul style="list-style-type: none"> • Participate in the school's performance management scheme. • Monitor IT stock levels, highlighting to the IT Manager when there is a need to place orders and check incoming orders. • Participate in training and other learning activities and performance development as required. • Highlight additional training and supervision needed to build on your skills and knowledge. |

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| 1.4 | <p><u>Safeguarding:</u></p> <ul style="list-style-type: none"> • Know about data protection issues in the context of your role. • Maintain confidentiality as appropriate • Be aware of and comply with policies and procedures relating to child protection, safeguarding and safe working practices. |
| 1.5 | <p><u>Systems and Information:</u></p> <ul style="list-style-type: none"> • Maintain and update all databases and computerised systems. • Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences. • Share information appropriately – in writing, by telephone, electronically and in person. |
| 1.6 | <p><u>Data Protection:</u></p> <ul style="list-style-type: none"> • To comply with the Schools policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality. |
| 1.7 | <p><u>Health & Safety:</u></p> <ul style="list-style-type: none"> • Be aware of and implement your health & safety responsibilities as an employee and where appropriate any additional specialist or managerial health & safety responsibilities as defined in the Health & Safety policy and procedure. . |
| 2. Aptitudes | |
| 5.1 | Communicate effectively with staff, students and parents. |
| 5.2 | Organise and maintain effective systems. |
| 5.3 | Be supportive of an effective safeguarding culture within the school. |
| 5.4 | Relate well to young people. |
| 5.5 | Relate well to adults. |
| 5.6 | Prioritise and plan to ensure completion of tasks. |
| 5.7 | Take initiative and work independently. |
| 5.8 | Take responsibility for personal CPD needs. |
| 5.9 | Work well as part of a team. |
| 5.10 | Evaluate achievements and deliver improvement. |
| 3. Skills | |
| 5.1 | Good numeracy/literary skills |
| 5.2 | Good level of ICT competence (Microsoft Office & knowledge of databases) |
| 5.3 | Excellent communication skills |
| 5.4 | Time planning. |
| 5.5 | Problem solving. |
| 4. Characteristics | |
| 6.1 | Excellent attendance record. |
| 6.2 | Sense of humour. |
| 6.3 | Committed to achieving success. |
| 6.4 | Willingness to be flexible and work to meet the best interests of the school. |
| 6.5 | Self-motivated. |

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| 6.6 | Team worker. |
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Job Description Prepared By: Rob Williams
Date: 21/09/2023

Reviewed: 21/09/2023

Signed on behalf of the school: _____ Date: _____

Signed by post-holder: _____ Date: _____