**Bramhall High School**

**Job Description**

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| **Post Title:** ICT Technician**Pay Range:** NJC Scale 3 points 14-17 £16781 -£17772 (pro rata to hrs worked)**Hours:** 37 hours per week, 52 weeks per year**Responsible to:** Network Manager |
| **Main purpose of the job:** * Provide efficient and effective technical support to the school’s ICT technologies.
* Ensure ICT and AV equipment is kept in good order and set up as required.
* To support the Network Manager in the effective delivery of ICT throughout the teaching and learning environment.
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| Duties and Responsibilities**Customer Service*** Monitor the helpdesk for support requests. Resolve or escalate support requests as appropriate.
* Ability to maintain a professional manner when dealing with staff, parents, students and members of the community.
* Exercise good practice in working with colleagues to deliver excellent ICT service.

**ICT Hardware and Software*** Check all ICT suites are fully operational on a daily basis. Any issues are to be rectified as soon as possible or escalated to the Network Manager.
* Set up new items of hardware and install new software packages, ensuring that the new items are operating correctly.
* Ensure the school’s software is available to appropriate users.
* Maintain and resolve problems with the school’s technical equipment, including workstations, laptops, printers, projectors, interactive whiteboards and other peripherals.
* Fix equipment that is broken or arrange for equipment to be sent for repair.
* Log all external support activity and keep a detailed inventory of equipment out for repair.
* Carry out routine maintenance.

**Maintenance of Stock and Resources*** Ensure that a log is kept of all the technical faults that occur with the school’s computer equipment (hardware & software).
* Maintain an inventory of equipment, monitor its location and maintain a library of software and licences.
* Maintain a stock of parts needed for minor repairs.
* Order and distribute consumables e.g. toner, projector lamps, ensuring best value.

**Network Maintenance*** Assist pupils and staff with access to network resources.
* Upload and maintain the school website content at the direction of the Network Manager.

**Continuing Professional Development*** In conjunction with the Network Manager, take responsibility for personal professional development.
* Undertake any necessary professional development as identified in the School Improvement Plan taking full advantage of any relevant training and development available.
* Keep up to date with ICT developments, and liaise with the Network Manager regarding future developments.

**General*** To adhere to the school’s policies and procedures.
* To have due regard for Health and Safety Policies.
* To take part in the Performance Management procedures for support staff.
* To undertake training as and when appropriate.
* To observe the principles of confidentiality.
* To undertake other such duties related to the work of the school appropriate to the post.
* To be willing to review the post description in the light of changing circumstances.
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| **Post Holder:** |
| **Signed by:**       | **Post Holder:**      |
| **Date:**      | **Line Manager:**      |