**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. | |
| 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. | |
| **Post Holder:** |
| **Signed by:** | **Post Holder:** |
| **Date:** | **Line Manager:** |