



CORPUS CHRISTI

CATHOLIC COLLEGE

JOB DESCRIPTION

ICT Technician

GRADE:	C1
HOURS OF WORK:	37 hours per week
RESPONSIBLE TO:	ICT Services Manager
PURPOSE OF POST:	To contribute to the effective delivery of a professional Computing Support Service to all members of staff and students of the College.

You are employed under the Terms and Conditions of the Catholic Education Service Contract of Employment and within the context of the School Mission Statement, the Governors' Support Staff Structure document, Pay Policy and other relevant whole school policies and documentation.

POST OBJECTIVES

The primary focus of the post is to support pupil achievement in all areas. This will be achieved through the efficient discharge of your duties, which directly and indirectly influence the morale of staff and pupils and their capacity to perform well and achieve highly within the school.

THE TEAM

The College ICT Service is made up of:

- ICT Services Manager
- Senior ICT Technician
- ICT Technician

The College ICT Service strives to provide an ICT environment that is modern, reliable and efficient together with a supportive and pro-active customer service to all users. College ICT facilities should be an enabling factor in the work of staff and the progress and achievement of students. The service also strives to lead and support technological innovation that enhances teaching and learning so improving pupil outcomes.

MAIN DUTIES:

- Deliver a high-quality, timely response to all staff and students who encounter challenges with IT hardware or services.
- Installing, configuring and maintaining software and hardware components of computer and network systems.
- Diagnosing and troubleshooting software and hardware issues.
- Repairing and replacing damaged computer and network components.
- Researching and testing new hardware and software projects before implementation.
- Log calls and actions taken onto the IT Services Helpdesk system.
- Complete daily system checks, proactively monitoring backups.
- Promote proactive support and services to all users in order to prevent issues re-occurring.
- Deploy and update software and patches across workstations and servers.
- Administering all College ICT systems including Active Directory, DNS, DHCP, Radius, WSUS, LAN/WLAN, Firewall, Web filtering, Google Workspace, Voip, Catering, Signage.
- Perform regular checks of Audio Visual equipment such as projectors, interactive whiteboards, and televisions.
- Ensure the security of systems and data in line with GDPR and IT Security policies.
- Maintain up to date and relevant documentation within the department including operating procedures, manuals and technical documentation.
- Perform user administration and control access to shared network resources.
- Carry out routine preventative maintenance and repairs.
- Regular checking of IT equipment for damage
- To contribute to the development of the use and performance of the network systems.
- Keep up to date with new technologies and IT developments within Education.
- Liaise with external support organisations and suppliers.
- To advise the Senior ICT Technician on stock requirements
- Identify areas where ICT can help with whole school issues and report to Senior ICT Technician.
- To provide support for college MIS systems including deployment of updates.
- To provide feedback to staff
- To provide training when required for staff on College ICT systems.
- To provide occasionally out of hours support for College Events
- To carry out as requested from time to time, any other relevant duties as may be required by the ICT Services Manager, Senior ICT Technician, Director of Operations or the Principal.

PERSONAL CONTACTS:

Internal: Staff and students of the College or Multi Academy Trust.

External: Suppliers, contractors including consultants and other external agencies and institutions as appropriate.