Saint John Houghton Catholic Voluntary Academy

ICT Technician Job Description and Person Specification

Post Title:	ICT Technician
Responsible to:	ICT Manager
Weekly Hours:	37 hours
Weeks worked	52 weeks
Holiday entitlement:	25 days per year + bank holidays
Salary:	Band 3 SCP 6-9 £19,171-£20,344 Per Annum
Purpose:	To provide ICT Technician services which support teaching and learning within the school and to maintain the school ICT network and associated applications in both the curriculum and administrative areas

Saint John Houghton Catholic Voluntary Academy is committed to safeguarding the welfare of students and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect the highest standards in this respect. All successful candidates will be subject to full Criminal Records Bureau checks along with other relevant pre-employment checks.

Our Vision
'Learning without limits'

Our Mission
'Inspiring ambition and excellence, guided by Christ'

Our Values
Aspiration - Respect - Determination

Main duties and Responsibilities:

Hardware
- Check new computer equipment on arrival and configure and install according to instructions as appropriate
- Apply security tag to new items of equipment
- Accurately maintain and update the ICT inventory as required
- Liaise with the designated person responsible for portable appliance electrical safety testing to ensure all equipment is safe for use
- Ensure pupil laptops are stored appropriately and batteries charged ready for use
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors etc; ensure these are prepared and ready for use
- Change printer toners and cartridges as necessary, ordering supplies to ensure continuous operation
- Check projector filters at pre-defined intervals
- Assist staff in setting up multimedia equipment when required (TVs, videos, whiteboards, cameras)
- Undertake regular cleaning of hardware including PCs, printers, projectors according to an agreed schedule

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- Liaise with external support agencies, such as Derbyshire County Council, Research Machines, Capita SIMS, Stone Computers to resolve faults speedily
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract
- Provide basic audio-visual support for staff presentations and liturgies, which might include working with pupils in the Stage Crew/Theatre
- Perform computer hardware repairs and upgrades
- Assist with arranging collection and secure disposal of old ICT equipment, in accordance with WEEE guidelines

Software
- Install and test software
- Make software available to appropriate users
- Maintain a record of all licences held, with expiry dates where applicable
- Ensure the anti-virus software is installed, kept up to date and working properly on all computers by carrying out regular checks
- Set up and maintain user e-mail accounts
- Set up and maintain user accounts on associated applications such as SIMS, Kerboodle and other platforms
- Check SIMS updates, upgrades and patches are applied as required according to SIMS guidance
- Share files as required by staff and students (in accordance with GDPR)
- Booting systems and pre-loading software before lessons as required
- Adjust printer credits and reset passwords as required

Network Support
- Check that backups have been successful on a daily basis
- Set up, maintain and remove user network accounts where appropriate
- Carry out routine network maintenance and checks
- Be familiar with the network infrastructure
- Add and amend material to the school website as requested
- Monitor internet activity to ensure systems are used in compliance with school policies
- Make sure that workstations are on and ready to use every morning
- Maintain the Internet provision, web filtering and endpoint security systems, action any errors

Curricular and Extra-Curricular Support
- Provide support in the classroom for basic operations of computers, peripherals and software
- Assist with internal and external ICT examinations, particularly online assessments

General
- Maintain a detailed log of all technical faults/tasks using school help desk ticket system
- Ensure school ICT systems comply with General Data Protection Regulation (GDPR)
- Obtain quotes for hardware and software to be vetted by the ICT Manager
- Support colleagues in the use of the school ICT systems
- Provide written guidance for ICT hardware or software as/when issues arise
- Assist in meetings where ICT technical support is required
- Participate in training and meetings as required
- Carry out any other duties that may be reasonably regarded as part of the responsibilities and grade of this post
- Annual leave must be taken during school holidays by negotiation to provide ICT cover for the school

Compliance with school policies and procedures
The post holder will ensure that he/she operates in compliance with all school policies at all times, particularly with regards to GDPR, Health and Safety, ICT Acceptable Use and ICT Disaster Recovery

Person Specification

The post holder must be willing to embrace the ethos of the school expressed through the school Mission Statement

	Essential	Desirable
Education and Qualifications	• Degree, HND or CompTIA A+ or equivalent qualification	• Formal training on any of the following – Microsoft Desktop, Server, Office, Apple Mac/iOS
Relevant Experience and Skills	• High standard of literacy and numeracy • Experience of providing support to end users in a computer/network support role • Ability to acquire new skills in a rapidly changing field • Ability to install, test and deploy software • Willingness to work with students and teachers • Good all round PC knowledge • Good knowledge/experience of Microsoft software (Windows 7, Windows 10, Office, Office 365) • Working knowledge of AV systems including projectors /TVs /interactive whiteboards /digital cameras • Able to provide end user support both locally and remotely	• Experience of RM managed networks an advantage • Knowledge of fault finding and repairing computer hardware • Good understanding of network switching and infrastructure • Knowledge of Apple hardware and software • Experience working in schools/education • Experience of web design/WordPress skills • Knowledge of Windows Server 2008, 2012, 2016 and 2019 • Knowledge of sound and lighting desks • Experience of virtualized server environments • Knowledge of Office 365/SharePoint • Knowledge of Active Directory

Personal Qualities	• Ability to work using own initiative	
	• Able to work well as part of a team	
	• Ability to work calmly and accurately under pressure to tight deadlines	
	• Ability to work independently without direct supervision and use initiative to prioritize workload	
	• Can communicate effectively at all levels whilst maintaining a calm professional attitude	
	• Flexible attitude – especially to change	
	• Confidence to deal with new people and situations	
	• A good sense of humour	
	• Good attention to detail	
	• Has a motivated attitude	
	• Ability to maintain strict confidentiality	
	• Has a commitment to making a positive contribution to the whole school community	
	• Self-motivated	
	• A commitment to safeguarding and promoting the welfare of children	
	• Can embrace whole school initiatives	
	• Able to work at height	
	• Able to unpack, move, assemble and install computer equipment	
	• Sympathetic to the Catholic ethos of the school	
	• Good organizational skills	