



Kelmscott School

"Putting Learning First"

KELMSCOTT SCHOOL JOB DESCRIPTION

Post:	ICT Technician – Level 3
Hours:	36 per week, Term Time only + 3 weeks during School Closure
Scale:	Scale 4
Responsible to:	Systems & Network Manager
Responsible for:	NA

Job Purpose

Under the guidance of senior staff ensure that the school establishes and maintains high quality learning facilities, provide a professional, efficient and effective ICT Technical Support Service and support the maintenance and development of the School's ICT.

Duties & Responsibilities

Technical ICT Support

1. Provide prioritised technical support and advice as required across the school.
2. Diagnose and resolve software and hardware faults (including peripherals), and perform a range of maintenance repairs and upgrades.
3. Undertake routine servicing of all ICT and AV equipment as required.
4. Carry out installation, maintenance and repairs of ICT hardware, printers, and AV equipment (e.g. Projectors, whiteboards or equivalent) escalating, if necessary, issues to the external service provider.
5. Maintain school telephony, franking, access control, cashless catering and entry systems.
6. Secure, security tag and ensure the safe set up of new equipment, adding them to the inventory as deployed.
7. Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
8. Deliver hardware and resources to work areas and classrooms as required.

9. Assist with the configuration and testing of new and established ICT equipment and networks including telephones, franking, access control, cashless catering and entry systems.
10. Install new software and hardware.
11. Configure and test hardware, peripherals, and software and ensure efficient performance and appropriate default settings.
12. Advise on the availability of ICT equipment for hire or loan, preparing and setting up as required.
13. To provide support to users of the school's Management Information System (MIS) and other administrative software.
14. To advise on, co-ordinate and monitor Health & Safety and audit checks including warranties, licences and risk assessments.

Configuration & Installation

1. Assist in delivering a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs of user training.
2. Liaise with external providers in the configuration of school systems as required.

Server & Network Support

1. Perform basic diagnostic routines.
2. Under the direction of the Network Manager, liaise with the external service provider, assist in the maintenance and development of system recovery processes to minimise risk and impact of a serious disaster and threats to continuity (including co-ordination of the appropriate back up regime and virus protection).
3. Work to and give guidance to others on the ICT acceptable use policy.
4. Perform checks to ensure that broadband connectivity is maintained

Maintenance

1. Maintain a maintenance schedule for all computer hardware, software and networks, and ensure that it is followed.
2. Maintain the structure of the school digital learning platforms and contribute to the development of other e-learning solutions in line with BECTA guidance.
3. Support the implementation of additional MIS solutions as required.
4. Detect, diagnose and resolve PC, printer and peripheral device faults.
5. Liaise with LGFL regarding service calls and user issues.

6. Maintain electronic mail accounts and implement new accounts and changes where appropriate.
7. Ensure school policy on staff and student access to data and files is implemented.
8. Provide advice, guidance and assistance to teachers, students and other members of staff on developing their use of ICT in school.
9. Assist in planning and implementing changes to elements of the ICT service as required.
10. Ensure routine safety checks, including electrical tests, are carried out and appropriate records maintained.
11. Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

Administration & Supervision

1. To administer and maintain service reporting processes, ensuring records of calls and resolutions are up to date and accurate at all times.
2. To administer user accounts and email for staff, students and governors.
3. Maintain an up-to-date inventory of ICT software and licences in school.
4. Within the allocated budget, maintain an efficient stock control system and associated records including the ordering of equipment and supplies by using best value principles
5. Receive and check deliveries and associated invoices, notify the appropriate person of discrepancies.
6. Support the full range of financial planning for ICT, including purchase of larger items and help to estimate future budget requirements.
7. Provide information to Senior Leaders as required.
8. Maintain a purposeful, orderly and productive working environment.
9. Supervise and support junior team members to deliver an effective and timely service
10. Support junior team members to establish themselves as part of the team and follow school procedure at all times.

Support for Students, Teachers & Curriculum

1. Set up equipment for the delivery of the curriculum as requested.
2. Contribute to ICT training and advise school staff as appropriate.
3. Use specialist skills/training/experience to support students as requested.
4. Install Curriculum software and support staff on how to use.
5. Demonstrate and assist in the safe and effective use of specialist equipment/materials.
6. Promote and ensure the health and safety and good behaviour of students at all times.

General

1. The post-holder must carry out his or her duties with full regard to the School's Health and Safety, Equal Opportunities, GDPR and Safeguarding Policies.
2. The post-holder will participate in the school's performance management process and professional development opportunities.
3. The post-holder should have knowledge of and compliance with all school policies and procedures.
4. To play a full part in the life of the school community, supporting its distinctive mission and ethos, and encouraging and ensuring staff and students adhere to school expectations.
5. The post-holder will perform any such duties as are within the scope and the spirit of the job purpose, the title of the post, and its grading.
6. Be responsible for student behaviour and welfare in public places during break, lunch, change of lesson and at the beginning and end of the school day.
7. Participate in professional development opportunities and demonstrate a willingness to develop additional skills and expertise.
8. Keep up to date with current educational developments and legislation affecting your area of expertise.
9. To respect the confidential nature of information relating to the school, students and customers.
10. Treat students, parents and colleagues fairly, equitably and with dignity and respect.

This job description is subject to regular review and can be amended in line with the pay grade.

Technician (Curriculum/Resource Support)

NJC Scale 4 Person Specification

1. Experience

- a) Evidence that a range of activities has been undertaken relevant to job description.
- b) Management of complex and demanding workload
- c) Evidence of being able to use own initiative and work unsupervised.
- d) Working knowledge of the operation and administration of student and customer services
- e) Working with young people in the age group
- f) Working knowledge of SIMS

2. Education and Training

- a) Training in SIMs, Microsoft Office and Google products
- b) Appropriate qualifications to include GCSE/RSA/City and Guilds/BTEC/NVQ or suitable alternatives.
- c) Willingness to undertake training in relation to the post.
- d) Specialist experience/training relating to relevant curriculum area

3. Skills

- a) Excellent organisational ability.
- b) Excellent communication skills (oral and written).
- c) Excellent inter-personal skills on telephone and face to face with adults and students.
- d) Able to organise and prioritise own work.
- e) Able to work as part of a team and lead teams when required.
- f) Able to maintain confidentiality.
- g) Able to learn new skills and routines.
- h) Computer-literate across a range of software.
- i) Able to be innovative in finding solutions to problems.
- j) Able to negotiate effectively at all levels.

4. Personal Qualities

- a) Good attendance and punctuality.
- b) Hard working, flexible and reliable.
- c) Honesty and integrity
- d) Initiative.
- e) Good personal presentation.
- f) Able to cope under pressure/deal with stressful situations.
- g) A genuine commitment to and liking for young people, and high expectations for their progress and welfare.
- h) A desire to be involved in the life of the school generally.
- i) A commitment and willingness to continue one's own professional development and that of colleagues.
- j) An understanding of and a commitment to the promotion of equality of opportunity in all aspects of school life.

5. Safeguarding

A demonstrable commitment to ensuring young people stay safe, an understanding of good practice in relation to this and the implications for this post.