



JOB DESCRIPTION

Post Title:	ICT Support Services Technician
Location:	The Minster School
Scale:	Scale 4
Salary:	£17,802 - £20,198 (Based on Job Evaluation Outcome, April 2011)
Hours:	Full Time – 37hrs per week Monday to Thursday 8.30am – 4.30pm Friday 8.30am to 4pm
Overall Responsible to:	Systems Manager
Day to Day Responsibility:	Senior ICT Technician

Job Purpose:

- To check and maintain the school's ICT resource for safe, effective use by pupils and staff.
- To provide technical support in line with the school's ICT support service definition.
- To keep appropriate records of hardware and software, and of support requests and actions taken.
- To support pupils and staff in the appropriate use of ICT

The installation and maintenance of the school's ICT resource

1. Desktop & Application Support

- Connect, set up and check PCs and peripherals for normal operation.
- Perform basic PC hardware repairs and upgrades.
- Maintain common hardware found in school; install applications and trouble-shoot problems.

2. Server & Network support

- Set up hardware and perform checking of networked PCs.
- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.
- Maintain information on the school's intranet and web site.

3. Health & Safety

- Carry out basic safety checks.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

The support and management of the school's ICT service

1. Configuration & Installation

- Follow an acceptance test procedures for new ICT equipment.
- Update records of installed hardware and software; maintain a software library and store original copies of installed applications.

2. Continuity, Maintenance & Security

- Follow routine maintenance procedures.
- Follow school backup, virus protection and security procedures.

3. Support Request Management

- Accurately record support requests, outcomes and time taken in the support log.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.
- Respond to support requests according to school procedures, recording detailed diagnostic information and using appropriate knowledgebases/logs to inform diagnosis and resolution

4. Internal Support Arrangements & External Contracts

- Work to the school's support service definition and note problems in maintaining service levels; track external support calls and report performance of external contracts. Including the logging and monitoring of calls with hardware and software support providers.

Personal qualities

1. Personal ICT development

- Attend relevant courses to improve ICT skills.
- Attend relevant courses and use other means to improve ICT skills.

2. Communications

- Support staff and pupils in the use of ICT resources through direct interaction and other means as directed
- Advise and train individual staff and pupils; produce detailed help sheets and other documentation as required

3. Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts across the school

The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.