



The Holy Trinity Church of England Secondary School

Senior ICT Technician

Job Description

Salary: West Sussex Grade 6 + Crawley Fringe Allowance

Hours: Full Time 37 Hours per week

Position Level Assistant Network Manager SCH84AX

All duties will be expected to be carried out according to agreed School Policies and Procedures. Due regard will be given to appropriate Confidentiality concerning school matters at all times.

Reporting to:	Systems Manager
Responsible for:	Assisting the Systems Manager in the maintenance and development of School ICT Systems and delivering first class, high quality, timely and customer focussed ICT support to the school community
General:	To share in the corporate responsibility for the well being and discipline of the students attending the school.
Duties:	• Deputise for the Systems Manager in their absence • Providing first and second line telephone support where appropriate • Maintenance of ICT hardware, software and systems • Troubleshooting ICT related problems • Field support for curriculum ICT, as required • Providing support for local primary school(s), as required • Liaising with suppliers and support services

	• Fault diagnosis, repair and installation of hardware and equipment, as required • Assisting with ICT Planning • Keeping up to date with new technologies and tools that may assist the development of ICT in any part of the school. • Monitor network for problems and inappropriate use • Assist in developing ICT Systems for school use • Other ICT related tasks as and when required.
Generic Duties	• To deputise in the absence of other staff as required • Following receipt of appropriate training, to provide occasional, emergency teacher cover if required
CPD	To follow a mutually agreed programme of continuing professional development.
Additional Information	For inset training you will be aligned with the administration team Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description in a reflection of the changing needs and circumstances as the school develops and grows.

PERSON SPECIFICATION		
	Essential	Desirable
Willing to submit to a CRB Check	✓	
Good knowledge of Word and Excel and other office programs	✓	
Knowledge of SIMS (training will be provided)		✓
Accurate data inputting skills	✓	
Confident and courteous telephone manner	✓	
Efficiency, organisation and attention to detail	✓	
Ability to keep calm and focussed in pressurised situations	✓	
Diplomatic, discerning and able to deal with confidential information	✓	
Good relationship with children and adults	✓	
Enthusiastic	✓	
Uses own initiative	✓	
Problem-solver with a “can do” approach	✓	
Strong ‘customer’ service ethic	✓	
Team player	✓	
Flexible	✓	
Representative of the school’s ethos and core values	✓	
Educated to at least Level 2 (GCSE A*-C or equivalent) in English	✓	
Educated to at least Level 2 (GCSE A*-C or equivalent) in Mathematics	✓	