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|-----------------------|-----------------------------------------|
| Job Title:            | ICT Support Technician                  |
| Department:           | ICT                                     |
| Hours/Weeks per year: | 37 hours/52 weeks                       |
| Responsible To:       | ICT Support Department Manager          |
| Band:                 | Band 2 Point 11 -14 (£14,880 – £15,882) |

**Key skills and abilities:**

- ICT Skills in the support and installation of computer hardware, operating systems, software, printers and other peripheral equipment
- Good communication and interpersonal skills, tact and sensitivity
- Ability to work on your own, as well as a member of a team
- Ability to take personal responsibility for meeting targets
- Ability to work outside of normal hours, if required

**Job description:**

- Install and test new peripherals
- Follow instructions to support the use of hardware, such as installing drivers
- Perform basic PC hardware repairs and upgrades
- Diagnose and resolve basic PC, printer, peripheral and software faults
- Install complete applications and set software options, such as default directory
- Carry out any required maintenance of applications. (e.g. install service packs)
- Install and maintain standard network cabling
- Perform basic diagnostic and recovery routines on network equipment
- Follow detailed instructions to configure network clients
- Follow instructions to maintain user accounts and permissions
- Perform technical administration tasks as required
- Ensure basic safety checks are carried out and escalate problems as required
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users
- Note risks to ICT systems and suggest precautions
- Follow extended maintenance procedures according to a defined schedule
- Implement and suggest improvements to school backup, virus protection and security policies
- Search knowledgebase/logs of previous calls to inform diagnosis and resolution
- Record detailed diagnostic information
- Perform service desk duties as required
- Work to a clearly defined service definition and note problems in maintaining service levels
- Track external support calls and report performance of external contracts
- Identify possible ICT requirements and outline specifications for a solution
- Contact suppliers