

Job Title: ICT Technician	Grade: F
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JOB DESCRIPTION

1. JOB PURPOSE

Act as 1st Line Support to all stakeholders (Teaching and Support Staff, Students, Visitors and Guests.).
Provide support to partner schools and community groups.
Assist the ICT Strategic Manager with the day-to-day running of the school's ICT systems.

2. MAIN DUTIES AND RESPONSIBILITIES:

Management

- To advise on all aspects of the school's ICT resources, ensuring that there is adequate provision to meet the needs of the staff and students.
- Work with ICT Strategic Manager in developing innovative solutions to e-learning.

Hardware

- Be responsible for all PCs and Laptops, including their configuration and advising on upgrades where required.
- Respond to staff requests for support with use of hardware.
- Respond to hardware issues on PCs and Laptops.
- Work with the ICT Strategic Manager to move, install and configure hardware inclusive of computers, servers, cabling, printers and other peripherals.

Software

- Install and configure software applications and updates on both networked and standalone PCs and Laptops.
- Assist in the management of user areas, ensuring that unwanted files are deleted.
- Monitor the daily backups, change backup tapes and report any problems to the ICT Strategic Manager as required.
- Log and repair any problems or faults with the hardware and software, informing the ICT Strategic Manager of any patterns of failure.
- Create new user accounts for students, staff and other users to the school network, ensuring file security and access to appropriate material only, whilst ensuring system security at all times.
- Change user passwords as required.
- Monitor Internet usage, updating the web filter where required and report inappropriate sites to the ICT Strategic Manager.
- Develop and promote use of the school website, intranet and VLE sites.

Repair and Maintenance

- Be responsible for the upkeep of all PCs and Laptops, repairing where possible or replacing where required.
- Liaise with external agencies to arrange and manage repairs.
- Troubleshoot problems that occur in the day-to-day use of the managed print systems, such as printer jams, clearing print queues and replacing ink.

Legal

- Work with the ICT Strategic Manager to ensure that all legal responsibilities are met with respect to:
 - o The Copyright Act.
 - o The Computer Misuse Act.
 - o The Data Protection Act.
 - o Software Complicane
- Ensure that licences for all IT systems are correct, up to date and not breached in daily use, reporting any discrepancies to the ICT Strategic Manager.
- Respect the confidentiality of students, staff and other people associated with the school.

Health and Safety

- Become well versed in safety procedures in respect of IT systems hardware.
- Work with the ICT Strategic Manager to ensure that all equipment meets Health and Safety standards inclusive of electrical safety.
- Liaise with the Site Team to arrange and help carry out PAT testing of all ICT Equipment.

Other

- Update and maintain the inventory of all IT system hardware, software and licences, reporting any problems to the ICT Strategic Manager.
- Maintain the Asset Register as and when required.
- Encourage and train staff in the use of ICT hardware and software when required, liaising with the Assistant Headteacher for Staff Development where necessary.
- Assist teaching staff and pupils in the use of hardware and software as and when required.
- Take photographs and videos of school events for use on the school website.
- Be responsible for developing and managing the digital signage around the school.
- Update and manage the schools use of social media (Facebook and Twitter currently)
- Carry out any other reasonable task as deemed necessary to ensure a high standard of ICT Systems within the school.

3. QUALIFICATIONS / EXPERIENCE

- A relevant qualification (professional or academic) or minimum of 2 years' experience in a similar role.
- Experience in supporting and managing Microsoft Windows (essential) and Apple OSX (preferable).
- Experience in supporting and managing Microsoft Office.
- Experience of user support.
- Any experience of MDM solutions would be desirable but not essential.
- A clean, full driving licence and regular access to a car is essential.
- Willing to undertake an Enhanced DBS check.

4. SUPERVISORY RESPONSIBILITY

- None.

5. SUPERVISION RECEIVED

- ICT Strategic Manager.

6. PRINCIPAL CONTACTS

- Teaching and Support Staff, Students, Parents, Governors, Contractors and other service providers, partner schools and community groups.