



Job Description

Title of Post	ICT Support Technician
FT or % PT	Full-time
Responsible To	ICT Network & Systems Manager
Responsible for	N/A
Qualifications required	Please see personal specification
Experience required	Please see personal specification

JOB PURPOSE

The position of ICT Support Technician, under the direction of the ICT Network Manager, is required to provide first and second line support to users of the school network; assisting them with resolving hardware and software problems as well as ensuring that services and support of associated equipment is undertaken in a professional and effective manner.

PRINCIPAL RESPONSIBILITIES (not exhaustive)

1. Assisting the day to day administration and maintenance of the school's network infrastructure e.g. patching in network cables, resetting passwords.
2. Logging of all calls on the helpdesk system, ensuring requests are kept up to date and resolved within set SLA's.
3. Providing general maintenance and repair of the school's ICT equipment.
4. Supporting colleagues with the use of new ICT technologies.
5. Supporting colleagues in the use of SIMS software.
6. Installing and testing all new software, including anti-virus software.
7. Supporting the planning, purchasing, implementation, monitoring and evaluation of ICT resourcing.
8. Checking of new computer equipment on arrival and its installation.
9. Updating and ensuring the accuracy of the school ICT inventory.

10. Providing support for all peripherals, such as scanners, printers, projectors.
11. Ensuring appropriate record keeping documentation is kept up to date.
12. Adhering to department policies and procedures.
13. Liaising with the ICT Network Manager on the effective use of computer software and hardware.
14. Ensuring all health and safety needs and regulations are met.

OTHER RESPONSIBILITIES

1. Work with the ICT Network Manager in supporting ICT and other technological developments in curriculum and/or administration areas.
2. Participate in training and development activities as required.
3. Assist the Reprographics Manager and help with the high loads of printing at peak times
4. Undertake any other reasonable tasks as requested by the school management team.

Name:_____ Signature: _____ Date:_____

ICT Support Technician

Name:_____ Signature: _____ Date:_____

ICT Network & Systems Manager

Personal Specification

School Danes Hill School, Oxshott
Title of Post ICT Support Technician
Salary To be agreed

Qualifications and Professional Memberships	Essential/ Desirable
HNC, A Level, NVQ 3, HND Level or equivalent with a number of years of experience in a relevant role OR Broad vocational experience, acquired through a combination of on-the-job training experience	E
Full or Associate Membership of British Computer Society	D
Technical Competencies (Experience and Knowledge) <i>This section contains the level of competency required to carry out the role</i>	
Experience of working independently and without close supervision	E
Knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness	E
Operating knowledge of service/systems/processes to provide first line advice and guidance, typically of a more technical/specialised nature, to users	E
Established knowledge of current Windows operating systems in a networked environment	E
Established knowledge of issues affecting wireless network communications	E
Established knowledge of current IT trends in areas such as workstation management, PC hardware, workgroup printing and good up to date knowledge of core PC applications including MS Office, Vista/7/8	E
Effective written and oral communication skills	E
Good interpersonal skills, including the ability to work as a team member, but also having self motivation when working independently	E
Willingness to learn new skills and broaden knowledge	E
Experience/knowledge of working with Server 2008, 2012, Microsoft Exchange & Active Directory	D
Web design/database/programming skills	D
Ability to convey technical problems to non technical staff	D
Experience working within the Education Sector	D
Experience/knowledge of Capita's SIMS application	D
Experience/knowledge of Apple/Unix	D