

The Hertfordshire & Essex High School and Science College

SUPPORT STAFF JOB DESCRIPTION

Job Title: ICT Technician

Job Holder:

Reports to: Strategic Leader of ICT

Date: October 2015

1 Purpose of Job

- To play a part in the delivery of ICT at the school working, as part of the Network Support Team.
- To ensure that appropriate ICT support is available to all staff.

2 Main Areas of Responsibility

- To receive all incoming queries and escalating to the Network Manager where required.
- To support the Network Manager in efficiently and effectively maintaining the ICT system in order to provide a service which enables the school to meet its teaching and administrative aims and objectives.
- To assist with the maintenance of all computers and associated printers and software as directed by the Network Manager or the Strategic Leader of ICT, including regular cleaning of projectors and workstations.
- Assist staff by being available in class providing support as needed.
- To support the maintenance of non-domain devices eg laptops provided by the school. This to include supporting the carrying out of upgrades and patches, the installation of anti-virus software etc.
- To create and maintain an inventory of all non-domain hardware issued by the school.
- To support staff in using and creating content for the school's 24 hour virtual learning environment effectively.
- To clean all administrative PCs at least annually and document progress.
- To ensure the effective functioning of the school video conferencing system.
- To provide support to users with the use of Microsoft Office, Outlook Web Access, SIMS.net and creativity software such as Sibelius, Adobe Photoshop and Premiere.
- To set up laptop, projector, microphones for school assemblies, presentations, lessons, shows and concerts (some of which will be outside school hours).
- To provide lighting and sound for all school events (some of which will be outside school hours).
- Attend and oversee the use of ICT and take publicity photos/video at school events (some of which will be outside school hours).
- To carry out any other ICT duties as directed by the SLICT.

3 Line Management

- To attend minuted line management meetings occurring weekly on a formal basis alongside the network support team. Informal meetings are arranged as the need arises.

4 Supervision

- The majority of this work will be undertaken entirely without supervision. Matters of policy are discussed as the need arises with the line manager, by whom work is also monitored.

5 Person Specification including Knowledge, Experience and Training

Qualifications

- Basic literacy and numeracy, equivalent to at least GCSE English and Maths at grade C or above.

Technical Requirements

- Knowledge/understanding of a wide range of software packages and operating systems.
- Basic familiarity of Microsoft Windows Server and Services and Virtualization Technologies.
- Knowledge of basic ICT security measures.
- Ability to oversee the maintenance of the school issued non domain devices eg laptop computers.
- A basic knowledge of stage sound and lighting would be desirable.

Characteristics

- The post holder is likely to exhibit the following characteristics:
- Be interested in the education and learning of young people.
- Excellent problem solving skills
- Be fair and objective.
- Be organized and accurate.
- Have drive, energy and tenacity.
- Be approachable, patient, tactful and diplomatic.
- Be able to work under pressure and with others who are under pressure.
- Be able to generate ideas and solutions.
- Be an able and persuasive communicator, both spoken and written.
- Be able to communicate technical matters to a non-technical audience, clearly and succinctly.

6 Safeguarding Children

- The school is committed to the safeguarding of the children in its care. To this end all employees will need to undergo pre-employment checks including references, a check of any relevant qualifications, photo and address identification.
- All posts in a school are deemed to have a high degree of contact with children and are, therefore, exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Criminal Records Bureau as part of the pre-employment checking process. Additional information about the Criminal Records Bureau and the checking process is in the guidance notes accompanying the form.

7 Additional Information

- All employees are expected to contribute to and support the overall aims and ethos of the school and to participate in training, performance management and personal development.
- All employees will need to confirm their right to work in this country, or seek sponsorship to work via the school, where appropriate.
- This is a 'job description' only and is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment, after consultation with the holder of the post.

8 Contracted Hours and Pay Scale

- Full-time, 37 hours per week, 52 weeks inc 23 days' paid holiday (in addition to bank holidays) pa. Hours vary in school holidays – see sheet attached to offer letter.
- Salary: from £17,000 according to experience.