ST PETER'S CATHOLIC SCHOOL
A Specialist Science College

# ICT Technician Job Description

The ICT Technician will be responsible for general maintenance of defined computer equipment and for the resolution of identified technical problems, as well as undertaking general tasks which will promote the use of ICT across the curriculum.

The following indicate some of the principal tasks and responsibilities:

**Software**

- Install and test new software.
- Make software available to appropriate users.
- Ensure the anti-virus software is installed, kept up to date and working properly on all stations.
- Share files as required by staff for pupil and teacher use.
- Set up and maintain user e-mail accounts.

**Hardware**

- Check new computer equipment on arrival and install as appropriate.
- Responsible for the maintenance of the Inventory and other Databases.
- Maintain computer peripheral equipment such as scanners, printers, whiteboards & projectors.
- Assist the ICT Manager in the deployment of computer hardware around the school.
- Liaise with external support agencies, to resolve faults speedily.
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract.

**Network Management**

- Check the network back up logs where appropriate.
- Set up, maintain and remove user network accounts where appropriate.
- Carry out routine network maintenance tasks.
- Be familiar with the network infrastructure (cable and patch panels, hubs, switches).

**Personal Qualities**

- Be able to work on his/her own initiative.
- Demonstrate practical knowledge and problem-solving strategies.
- Have good communication skills.
- Have sensitivity to the different levels of expertise in the school.
- Keep abreast of new developments in software and hardware.

You would be required to deputise for the ICT Manager in his absence, the role is a fulltime position & is based on a 37 hr week reasonably flexible between 7.30 am start & 5 pm finish during term time but usually later start during holidays.

## Person Specification

**ESSENTIAL:**

- Good level of English proficiency.
- Excellent communication skills both verbal and written.
- Creative problem solving skills.
- Good attendance and punctuality.

**Experience**:

Some relevant IT experience would be helpful although on the job training will be provided, & relevant support for required training would be available.

**Skills:**

IT Qualification & or IT experience in some but not all off the following areas would be required:

- Windows XP, Windows Server 2003, Active Directory.
- SIM's or MIS Systems.
- Hardware replacement\maintenance.
- Good understanding of Microsoft Office products.

**DESIRABLE:**
**Experience:**

- Exposure to VLE's &/or MLE.

**Additional:**

We are looking for someone with a can do attitude who is interested in developing the ICT Technician role, with the probability that this will develop into a more senior role within the school for the right candidate.

## School ICT Infrastructure

The school has a single Curriculum & Admin Network comprising of the following:

- 4 Windows 2003 Servers.
- Active Directory.
- 1 Windows 2000 Server.
- 400 Workstations running Windows XP.
- 15 Wireless Laptops in the Sixth Form although this may be slightly expanded next year due to the introduction of a Managed Wireless solution.
- Sophos Enterprise Anti Virus.
- WSUS for Windows updates.
- Cunningham's Biometric system for cashless catering.
- Digital Signage in three areas of the school.
- Various Workstation, Application, & Security Management software.
- Mercury Mail with Pegasus clients.

## MIS Systems

- SIM's .Net.
- PARS.Net for electronic registration.
- Aim High for reporting & Assessment.

The school has approximately 1260 pupils including Sixth Form, with approximately 130 Teaching & Support Staff. There are eight ICT Suites including one bookable room that have between 15 & 28 Computers. The Network infrastructure is very stable with approximately 99.78% uptime over the last five years, & relatively low planned downtime.