

Salendine Nook High School

JOB TITLE: ICT TECHNICIAN MANAGER

GRADE: 8

PURPOSE OF POST

To be responsible for the internal management of the School's ICT provision and its staff in order to ensure the provision of an efficient technical support service.

KEY AREAS

1. Service Provision
2. Maintenance
3. Supervision of Staff
4. Installation
5. Health and Safety
6. Administration
7. General

DUTIES AND RESPONSIBILITIES

Service Provision

- To maintain an overview of the computer network(s).
- To keep records of the performance of the computers on the network and ensure problems and repair work are undertaken.
- Receive quotes and tenders for repair work and new equipment and evaluate accordingly.
- To undertake suitable training in order to ensure the School's ICT delivery is up to date.
- To provide technical input and advice to the school management team with regards to decisions on purchasing and upgrades.
- To assist in monitoring and maintain the ICT budget and keep records in order to complete reports.
- To keep up to date with technical developments and make recommendations to the SLT line manager.

Maintenance

- To ensure that all networked workstations operate effectively and provide support for application software and a response to reported faults.
- To order and maintain a stock of spare components within a fixed budget.
- To maintain a system of reporting and recording faults and problems on the network.
- Ensure the network meets current best practise in security and protection

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Supervision of Staff

- To oversee the work of the Technician (ICT) and to deal with any performance or support issues, including appraisals.
- To delegate appropriate tasks and responsibilities to the technician.
- To provide support for application software and hardware problem-solving
- To ensure that Technicians (ICT) maintain awareness of current developments through appropriate training
- Training and developing the Apprentice Technician

Installation

- To lead and oversee programmes of workstation building and the commissioning of new computers onto the network.
- Responsible for innovation, investigation and implementation of ICT developments eg, telecommunications, electronic registration.
- To have delegated responsibility for system back-ups and installation of new software onto the system.
- To be prepared to undertake system work and upgrades at efficient times for the system to be down in liaison with the external support contract company.
- Assist in specifying, procuring, installing and supporting networks including the cabling system, server and operating system.
- Assist in specifying, procuring, installing and supporting PC's, printers and miscellaneous peripherals.
- Assist in installing, configuring and upgrading application software in the curriculum areas and networks.
- Specify, procure and fit security devices.
- Restore and transfer user data.

Health and Safety

To carry out routine Health and Safety checks on ICT and multi-media equipment reporting any problems to relevant Senior Manager.

Administration

- To manage the operation of an efficient system for the storage and distribution of hardware, software and associated documentation (including loans and bookings)
- To manage the upkeep of appropriate inventory and cataloguing systems for new, existing and obsolete stock
- To manage the organisation for the repair and/or replacement of ICT, reprographics, and multi-media equipment including liaison in the external suppliers and in consultation with the external support company/Principal
- To make petty cash purchases and/or requisition for stock in line with the schools established financial and authorisation procedures
- To receive and check deliveries and associated invoices
- Maintain documentation for the network including change log, administrative and end user documentation as required

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General

As part of your wider duties and responsibilities you are required to promote and actively support the School's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone who may be vulnerable.

Carry out your duties with due regard to current and future School's policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through School communications. To undertake such other duties and responsibilities of an equivalent nature, as may be determined by the potholder's supervisor from time to time, in consultation with the potholder.

RESPONSIBLE TO: SLT Line Manager for ICT

RESPONSIBLE FOR: ICT TECHNICIAN / APPRENTICE TECHNICIAN

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