



**LODGE PARK
TECHNOLOGY
COLLEGE**

JOB DESCRIPTION



- 1.1 Post Title: ICT SUPPORT TECHNICIAN**
- 1.2 Post Purpose: Support the technical support team by operating and monitoring the service desk on a daily basis.**
- 1.3 Reporting to: Network Manager**
- 1.4 Responsible for: Operating and monitoring the service desk, and producing management reports. Assigning work to technical staff. Diagnosing computer problems, identifying recurrent problems and creating proactive resolutions and processes. Identify improvements in service procedures and processes. Compliance with Health and Safety legislation and operating instructions.**
- 1.5 Liaising with: Head of Faculty, Head of Department, Headteacher, Leadership Team, teachers and support staff. LEA representatives, external agencies and students**
- 1.6 Working time: Full time**
- 1.7 Disclosure level: Enhanced**

2. SUPPORT FOR STUDENTS

- Log support calls and inform students of call progress
- Provide advice and guidance to students and staff to meet security, health and safety requirements, statutory regulations and service guidelines
- Use specialist skills/training/experience to support students and staff in the entire department

3. SUPPORT FOR TEACHERS

- Log support calls and inform staff of call progress
- Contribute to planning, development and organisation of systems/procedures/policies
- Be responsible for maintaining records, information and data, producing analysis and reports as required
- Promote and ensure the health and safety and good behaviour of students at all times
- Display high standards of professional conduct when dealing with staff and students

4. SUPPORT FOR THE CURRICULUM

- Ensure that appropriate advice and specialist guidance is provided to service users and non-specialist teachers within defined guidelines and statutory regulations to support service delivery.

- Maintenance of specialist equipment, check for quality/safety, undertake specialist repairs/modifications within own capabilities and arrange for other repairs/modifications to be carried out by others
- Demonstrate and assist in the safe and effective use of specialist equipment/materials
- Implement projects and initiatives, identifying and procuring resources within guidelines, or provide specialist knowledge to a project to meet service delivery requirements.

5. SUPPORT FOR THE COLLEGE

- Supervise and initiate action and/or refer as appropriate, issues relating to statutory health, safety and safe operating regulations, to maintain a safe and secure working environment for the delivery of learning activities.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure all students have equal access to opportunities to learn and develop
- Contribute to the overall ethos/work/aims of the school
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of students
- Attend and participate in regular meetings
- Participate in training and other learning activities as required
- Recognise own strengths and areas of expertise and use these to advise and support others

6. SUPPORT IN MANAGEMENT OF RESOURCES

- To assist in the management of available resources of space, and equipment efficiently within the limits, guidelines and procedures laid down; organising and maintaining equipment and stock and keeping appropriate records
- To co-operate with other Faculties to ensure a sharing and effective usage of resources to the benefit of the College and the students
- Participate in stocktaking and the ordering of resources and equipment, making some recommendations to line manager to maintain timely service delivery
- Maintain an awareness of budget constraints and where appropriate contribute recommendations toward the planning of budgets to support the effective use of resources

7. STUDENT PERSONAL DEVELOPMENT

- To contribute to PSHE, citizenship and enterprise according to College policy
- To support the Behaviour Management system is implement in the Faculty so that effective learning can take place

8. COLLEGE ETHOS

- To play a full part in the life of the College community, to support its Technology College mission and ethos and to encourage and ensure staff and students to follow this example
- Support the College in meeting its legal requirements for worship
- Promote actively the College's corporate policies
- Comply with the College's health and safety policy and undertake risk assessments as appropriate

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

9. SIGNATURES

The College will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Signed.....

(Employee)

Signed.....

(Principal)

Dated.....

(Employee)

Dated.....

(Principal)