



Durston House

ICT Technician – Job Description

Job Title:	ICT Technician
Line Manager:	Head of Communications
Hours of Work:	8.00 am – 5.00 pm (term time and staff study days) 9.00 am – 4.30 pm (school holidays)

Introduction

The ICT Technician carries out any tasks, as could reasonably be expected, as directed by the Bursar.

The ICT Technician supports and promotes the policies and procedures held in the Staff Handbook and the School Handbook, including the Durston House Safeguarding Policy and other policies that promote the welfare and care of pupils.

The ICT Technician should be familiar with the requirements of the General Data Protection Regulations (GDPR).

The ICT Technician complies with the school's Data Protection Policy – Implementation by School and Staff, as well as its Privacy Notice, contained and referenced in the Staff Handbook.

Specific Responsibilities

- The ICT Technician is required to carry out tasks around the school, such as:
 - To assist the Head of Communications in the provision and development of ICT throughout the school
 - To provide first line support for pupils, staff and visiting presenters
 - To maintain ICT equipment: e.g. Desktop PCs, laptops, tablets, interactive whiteboards and touchscreen displays, projectors, printers, network and wireless equipment, smartphones, audio visual equipment
 - To install, update and upgrade software
 - To assist with network upgrades (provisioning, setting up wired and wireless hardware)
 - To provide technical support for teachers and pupils in lessons and other activities (assemblies, after school clubs etc.).
 - To support the use of Cloud applications (e.g. Office 365, Firefly VLE, Engage MIS)
 - To support the use of specialist applications
 - To assist in the evaluation of new products and services
 - To maintain general ICT helpdesk support
 - To maintain the Asset Register (both Hardware and Software)
 - To maintain and issue consumables stock and provide user support, when necessary

- To be available to cover for Head of Communications in his absence and to deal with ICT problems when required
- To attend and provide technical support at school events beyond agreed hours where deemed appropriate and necessary by the Headmaster
- To assist with the technical aspects of school productions (sound, light, projection etc.)
- To assist the Head of Communications, the Head of Co-Curriculum and/or the Marketing Manager, as appropriate, in the management of the website, intranet and social media content
- To prepare old equipment for recycling (e.g. gathering, documenting, wiping HDDs)

Working Time Beyond Agreed Hours

The ICT Technician is required to attend the following events and, if required to work at them, will be paid **overtime if that work goes beyond normal hours**.

- Normal school days
- Staff Study Days
- Prize Day
- Final Assemblies
- Extraordinary Staff Meetings, or events, as required by the Headmaster

The ICT Technician is not normally required to attend the following events but is welcome to do so. However, if he/she is required to work at any of them, he/she will be paid **overtime if that work goes beyond normal hours**.

- School Concert
- Carol Service
- School Productions
- Staff social Events

To claim overtime, the ICT Technician completes a timesheet and has it authorised by the Head of Communications.

Person Specification

The ICT Technician will:

- Be familiar with a range of ICT technologies (including networking) and applications, and specifically the Microsoft desktop, cloud platform and server operating systems and Microsoft *Office* applications
- Be familiar with Microsoft Active Directory, Group Policy, DNS & DHCP
- Have previous experience of Apple products - desirable but not essential
- Have previous experience of the Android operating system - desirable but not essential
- Have previous experience of Google for Education – desirable but not essential
- Have an eye for detail
- Be able to troubleshoot IT issues and problem solve
- Be a good communicator, with a high standard of written and spoken English
- Be punctual, trustworthy and honest
- Be flexible and enthusiastic, and be able to work and communicate with a wide range of people
- Be able to work as part of a team, but be prepared to operate independently if and when required
- Embrace the ethos of the school community that is Durston House