

Job Profile:	ICT Technician
Responsible for:	Providing 1st/ 2nd Line ICT hardware and software support for the school and maintaining the standards of the school's ICT resource and support service in line with the school's requirements.
Responsible to:	ICT Support Manager, Business Manager and ultimately the Headteacher
Hours:	37 hours per week throughout the year (24 days annual leave plus bank holidays)
Salary:	Grade 6

This post involves providing 1st/ 2nd line end user IT support to students, teachers and support staff across the school through basic set up, checking and maintenance of networked PCs, printers, projectors, Displays (TVs), etc., keeping accurate records such as installed hardware and software and managing support requests through a helpdesk system.

The successful candidate will possess basic IT troubleshooting knowledge and will be capable of carrying out basic diagnostic and investigative procedures to find solutions to basic IT issues.

The post involves performing basic diagnostic and recovery routines such as PC hardware repairs and upgrades.

The key areas of responsibility are listed in bold below with some of the key tasks indicated for each area. You may be asked to perform additional, or alternative tasks, by your Line Manager.

1. Desktop and Application Support

- Installation and maintenance of PCs, peripherals and applications
- Maintenance and troubleshooting of AV equipment and projectors
- Advise on compatibility of hardware, applications and user requirements
- User management
- Provide classroom based ICT technical support when required and support staff in the use of applications
- Assist with special arrangements for exams
- Basic diagnostic and recovery routines on network equipment

2. Asset management

- Record and maintain an up to date IT Asset system to manage assets using internal tools

3. Knowledge base

- Document IT Solutions through training guides to resolve day to day issues
- Maintain an up to date knowledge base

4. Hardware and Software Support

- Assist with the maintenance and security of hardware and application deployment, including (but not restricted to) the maintenance of all necessary documentation including system manuals, cable diagrams, patching schedules, equipment inventories, orders, service records, loans etc, as required; basic PC hardware repairs and upgrades; replacement of consumables – toner, mice, paper, ink etc.; setting up telephones; maintenance of CCTV cameras; assist with management of the school's cashless catering system.

5. Support Request Management

- BSS (Business Support Services) System
- Set own daily support priorities, balancing response to support requests with need to follow planned monitoring and maintenance and wider ICT service demands
- Support for assemblies and meetings
- Implement and suggest improvements to school IT Support
- Ability to follow instructions and manage own priorities such as software deployment and desktop imaging procedures

6. Digital Signage

- Manage and support the school's digital signage system
- Manage all displays in the school

7. IT Consumables

- Where required, manage the stocks of IT consumables and record use

8. Effective Communication

- Adhering to the department's operational standards, ensure that the school's needs are met through appropriate ICT solutions

- Assist with the maintenance of documentation and the delivery of training
- Participate as a full member of staff at the school, supporting school aims and initiatives.

8. Health and Safety

- You may be required to work at height using the appropriate equipment. Full training will be provided.

You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
- Cooperate on all issues involving health and safety
- Use work items provided for you correctly, in accordance with training and instructions
- Do not interfere with or misuse anything provided for your health, safety or welfare
- Report any health and safety concerns to your line manager as soon as practicable
- As part of a team, develop relevant H&S procedures and ensure that all ICT users are aware of appropriate practice.

Person Specification

Qualifications/ training	Source of evidence*
A-level or equivalent, with GCSE or equivalent in mathematics and English, or suitable experience	A, I
Evidence of relevant and continuous professional development	A, I

Experience	
At least one years' experience in working in a similar post in a complex user environment	A, I, R
Track record in providing effective ICT support in a timely manner	A, I, R

Skills/abilities	
Good computing skills	A, I, R, T
Good communication skills, including the ability to negotiate sensitively in order to complete tasks efficiently	A, I, R
Good organisation skills and personal time management	A, I, R
Confidence to assess situations and respond when no source of immediate advice is at hand	A, I, R
Ability to recognise and respect confidentiality	A, I, R
Actively seek to maintain and extend expertise in appropriate areas	A, I, R
Flexibility as a team member	A, I, R
An interest in the education of young people	A, I, R

Knowledge	
Knowledgeable user of desktop and client/server based application software, including awareness of version limitations	A, I, R, T
Expert user of the majority of hardware and the school's operating systems	A, I, R, T
Knowledge of both general and specific ICT Health & Safety issues relating to work, both for self and all potential users	A, I, R
Aware of the importance of structured record keeping and reporting	A, I, R
Understand different elements of ICT services and likely support requirements	A, I, R
Good level of written and spoken English appropriate to the context and audience	A, I, T
Understand how ICT can enhance the teaching and learning in, and management of schools	A, I, R

It is the responsibility of each member of staff to safeguard and promote the welfare of all young people he/she is responsible for, or comes into contact within the school.

Knowledge of PC architecture, repair, builds and commissioning.	A, I, R, T
Windows Server 2012/ 2016/ 2019	A, I, R
Aware of issues relating to equipment disposal	A, I, R
Prioritise resolution and determine whether external support is required	A, I, R
Knowledge of Data Protection and legal obligations related to the control of software	A, I
Familiarity with any or all of the following would be advantageous: CCTV, SIMS, Salamander, Google Apps, Papercut, PDQ Deploy, Smoothwall Filtering system, Active directory, DNS and DHCP, MS Hyper-V Virtualisation platforms, Helpdesk systems	A, I,

* Key:

A - Application	I - Interview	T - Task	R - References
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