



# CATHEDRAL SCHOOLS TRUST

## Job description CST ICT Technician

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| <b>Job title</b>                   | CST ICT Technician                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Location</b>                    | Bristol Cathedral Choir School                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Salary</b>                      | SCP19 - SCP24 on the CST Pay Scale £21,027 - £24,637                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Responsible to</b>              | CST ICT Director                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Hours</b>                       | Full time (37.5 hours per week)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Role summary</b>                | <p>Cathedral Schools Trust is seeking an enthusiastic and highly skilled ICT technician to join a dynamic and proactive ICT team. You will be based at designated sites for the Trust working with the Site ICT Technical lead and Trust ICT Director, ICT team and independently. You will need to be flexible across the school sites.</p> <p>You will be providing remote and face to face technical support in line with the Trust's ICT support service to allow the effective use of ICT by both staff and students. You will also provide advice and training to improve both their understanding of ICT and their experience of its use.</p>                                                                                                                                                                                |
| <b>Duties and responsibilities</b> | <p><b>Responsibilities of the role</b></p> <ul style="list-style-type: none"><li>• Support the installation of all new computer software and hardware as required, enabling the delivery of IT to all curriculum areas.</li><li>• Proactively keep all ICT equipment and classes at their optimal levels for the best teaching environment.</li><li>• Work with CST IT Director and CST Systems Administrator to keep all network infrastructure at their optimal levels for the best teaching environment.</li><li>• Develop and maintain effective working relationships with all users.</li><li>• Work with the team to make sure service packs and software upgrades are applied to the relevant devices.</li><li>• Update the CST ICT Director or CST Systems Administrator with any outstanding issues as required.</li></ul> |

- Keep all asset management software updated with new equipment and changes.
- Provide 1st and 2nd line helpdesk support and resolve ICT incidents in a structured manner.
- Liaise with 3rd party suppliers to ensure a resolution of ICT incidents, as required
- Proactively document and report all configuration and setup changes.
- Carry out planning and setups for events requiring ICT provision.
- Develop and maintain documentation and services to support the running and development of the ICT support team.
- Ensure that all ICT management systems, processes and practices are followed to ensure maximum efficiencies.
- Work within the requirements of Data Protection (GDPR) at all times.
- When necessary, communicate with staff regarding any interruptions, outages or changes to the ICT systems.
- Completing all necessary administrative tasks effectively and efficiently including establishing and maintaining suitable timelines.
- Carry out such other tasks as deemed appropriate by the CST IT Director.

#### **General responsibilities**

- To establish and maintain effective relationships and communication with staff, parents & students.
- To uphold the high standards of the Trust in all communications.
- To play a full part in the life of the Trust community, supporting its mission & ethos.
- To adhere to the Trust's policies.
- To engage actively in the staff review and development process.
- To undertake professional development.

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|                       | <b>Whole school expectations</b> <ul style="list-style-type: none"> <li>• Develop good working relationships with colleagues, students and classes, and parents.</li> </ul>                                                                                                                                                                                                                  |
| <b>Accountability</b> | <ul style="list-style-type: none"> <li>• You are accountable to the Trust's ICT Director for your performance.</li> <li>• You are expected to set the highest personal standards of performance for yourself, and with the support of your line manager, you are responsible for ensuring your own learning and development by way of work-based and / or other methods of study.</li> </ul> |
| <b>Safeguarding</b>   | <p>We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment.</p>                                                                                                                                                                                                                         |

**Notes:**

*All posts at Cathedral Schools Trust are subject to pre-employment checks including, but not limited to, initial and periodic enhanced level checks with the Disclosure and Barring Service.*

*The duties outlined in this job description may be modified, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title.*

*This document does not form part of your contract of employment with the Trust.*