

BINGLEY GRAMMAR SCHOOL

JOB DESCRIPTION

Post:	ICT Technician
Salary Band:	NJC SCP 14-17

Prime Objectives of the Post

- To provide ICT support to both staff and pupils.
- To assist in the sourcing of, and maintain general upkeep and repair of, computers and associated peripherals and resources.
- To assist in the sourcing and maintenance of stocks of computer consumables as required

Supervisory/Management Responsibilities

No supervisory responsibility for other staff.

Supervision and Guidance

Day to day work as directed by the ICT Manager. Daily liaison with teaching and support staff to determine the assistance required. Working in concert with other ICT staff.

Range of Decision Making

Required to use own initiative to make decisions within established working practices and procedures to ensure accuracy and consistency of application. Required to use good common sense and initiative in all matters relating to the duties of the post.

Responsibility for Assets, materials, information etc.

To maintain the confidential nature of information relating to the school, its pupils, parents and carers. General responsibility for the care of all equipment and materials within the designated area of the school.

Key Duties and Responsibilities

- Provide appropriate technical support, help and advice to staff and students.
- Maintain and monitor the appropriate use of any software or hardware.
- Support the wider IT Support team with the development and deployment of desktop hardware, desktop infrastructure, network infrastructure and ancillary equipment.
- Support the wider IT Support team with the delivery of changes to hardware and software, ensuring documentation is updated.
- Respond to support requests in line with procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to assist with diagnosis and resolution.
- Negotiate with suppliers and external contractors and track external support calls.
- Identify software, hardware and working practices required to fulfil functional specifications as defined by school staff.
- Conduct individual and group training on the use of IT resources.

- Work with the team to make sure service packs and software upgrades are applied to the relevant devices.
- Update the IT Support Manager with any outstanding issues as required.

Other Duties and Responsibilities

1. Service desk support / help desk management

- To provide a quality, helpful and efficient level of first line, technical support for all users of ICT.
- Record all tasks on the helpdesk system.
- Assist with the prioritisation of tasks to reflect the schools aims.
- Aim to provide fast, but effective solutions to help desk requests.
- Keep users informed of progress.
- Share knowledge and skills with users and other colleagues as appropriate to enable them to resolve future, similar, basic issues.
- Log solutions found.

2. Classroom Support

- To prioritise support and maintenance of all teaching and learning equipment, for example, interactive whiteboards, projectors and cabling.
- To support staff in their use of all school ICT hardware and software.
- Support the installation of all new computer software and hardware as required, enabling the delivery of IT to all curriculum areas.
- Proactively keep all ICT equipment and classes at their optimal levels for the best teaching environment.

3. Network Support

- To closely monitor the condition of the wired and wireless networks reporting any unresolved issues to the ICT Manager.
- To monitor and maintain relevant systems, such as email, catering, telephone and CCTV systems.
- To respond in a timely manner to network and admin computer and printer problems, installing, upgrading and backup devices as required.
- To monitor the antivirus system and regularly make checks for viruses on the school systems, taking appropriate action.
- To install and upgrade SIMS.net client software
- To assist with network administration services, including setting up new users, deleting unwanted files, maintaining email distribution lists, maintaining the user databases, password security, managing access policies and monitoring ICT performance.
- To maintain the active directory and add and remove staff, students and computers from the system as and when required.

4. Managing ICT Resources

- Installing, maintaining, and supporting the use of computer equipment and peripherals for curriculum and administrative use within school under guidance from the ICT Manager.
- Checking the operation of the school systems and reporting any equipment in need of repair or upgrade.
- To assist the ICT Manager with keeping asset management up to date.
- Maintain an accurate record of software licences / software library
- Ensuring that copyright and data protection laws are upheld
- Managing back up files and archiving materials where appropriate
- Assisting the ICT Manager in the appropriate deployment of hardware around the school site.
- Purchasing ICT related consumables in liaison with the ICT Manager.
- Liaise with external companies for the maintenance of equipment where required in liaison with the ICT Manager.

5. Incident support

- 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

6. General Support

- To carry out general ICT tasks including repair and maintenance, assisting the work of other staff and any other reasonable duties that the ICT Manager might request as part of the efficient running of the ICT systems in school.
- To be involved in staff training as required, particularly when changes to ICT processes and systems have taken place.
- To assist with the setting up of technology for assemblies and presentations.
- To communicate where appropriate with relevant 3rd parties.
- To manage and update accordingly all relevant documentation stored in its centralised location.
- To continually respond to new technologies and ensure personal CPD is kept up to date.
- Develop and maintain effective working relationships with all users.
- 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.

Your duties also include any assistance which may reasonably be required of you by the School from time to time.

General School Responsibilities

- Be aware of and comply with the school's policies and procedures, including those relating to child safeguarding, health and safety, equal opportunities, data security and confidentiality and data protection.
- To support, uphold and contribute to the development and implementation of the school's equal rights policies and practices in respect of employment issues and the delivery of services.
- Contribute to the overall ethos of the school.
- Appreciate and support the role of other staff
- Participate in training and other learning activities and performance development as required.
- To provide some break time supervision of students on a rota basis and exam invigilation/reader-scribe duties as required.

Safeguarding Statement

Bingley Grammar School is committed to safeguarding, to safer recruitment practices and promoting the welfare of children and young people and expects all staff to share this commitment.

Fluency Duty

In line with the Immigration Act 2016; the Government has created a duty to ensure that all Public Authority staff working in customer facing roles can speak fluent English to an appropriate standard. For this role the post holder is required to meet the *Vantage or upper intermediate* which requires the post holder to demonstrate that they can 'Can adjust to the changes of direction, style and emphasis normally found in conversation' and 'can produce stretches of language with a fairly even tempo; although he/she can be hesitant as he or she searches for patterns and expressions, there are few noticeably long pauses'.

Whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings may have been used in which case all the usual associated routines are naturally included in the job description.

Staff should not refuse to undertake work which is not specified in this job description. Any additional duties should be recorded and these will be taken into account during the performance management process.

This document will be reviewed annually as part of your Performance Management Review or at any such other times as are required, in the opinion of the Headteacher, to ensure the continued effective and sustainable leadership of the school. It may be modified by the head teacher, after consultation with you, to reflect or anticipate changes in- role, commensurate with the salary and job title.

Postholder name:

Postholder signature: Date.....

Business Manager's signature Date.....

Please return a signed copy of your job description to the HR Manager for retaining in your staff file.

PERSON SPECIFICATION

Post: ICT Technician

Key

E/D = Essential/Desirable Criteria for post

A = Application Form

I = Interview

R = References

T = Test

C = Certificate/Documentary Evidence

Criteria	E/D	How Measured				
		A	I	T	R	C
Qualifications						
GCSE (grade A*-C) or equivalent, in English and Maths	E	X				X
Formal ICT qualifications	D	X				X
Evidence of previous personal development	D	X				X
Experience & Knowledge						
Recent working experience in an IT support role	E	X	X		X	
Working knowledge of the Google applications and suite (e.g. Gmail and Google Classroom)	E	X	X		X	
Strong working knowledge of Windows 10 and the Microsoft Office suite	E	X	X		X	
Experience of providing IT support in an educational environment	D	X	X		X	
Experience of working with school-based systems such as SIMS	D	X	X		X	
Working knowledge of Windows Servers	D	X	X		X	
Skills and Competencies						
Able to cope with the pressures of school environment	E	X	X			
Able to work co-operatively with academic and other staff.	E	X	X			
Excellent communication skills	E	X	X			
Able to work effectively without supervision	E	X	X			
Able to carry out maintenance of ICT equipment	E	X	X	X		
Working Behaviours						
Committed to a student-centred approach	E	X	X		X	
Strong attention to detail and rigour	E	X	X		X	
Committed to acting with integrity, honesty, loyalty and fairness to safeguard the assets and reputation of the school	E	X	X		X	
Able to relate well to people on all levels	E	X	X		X	
Able to work in a way that promotes the safety and wellbeing of children and young people	E	X	X		X	
Fluency Duty						

Demonstrate fluency of English language at an advanced threshold level	E	X	X			
Bingley Values & Ethos						
A passion for education and for making a difference to young people's lives	E	X	X			
Commitment to supporting & promoting equality, diversity and inclusion	E		X			
Commitment to safeguarding young people and vulnerable adults	E		X			