

Job Title: Junior ICT Technician

Scale / Point: SC1/2 £12,312 - £14,903

Hours: 36.5 per week, full time, permanent contract

Responsible to: Strategic Director of ICT

OVERALL RESPONSIBILITY

To provide first line ICT support for all members of the school community. The post holder will be primarily based at the helpdesk in the ICT Resources Centre and will be a key member of the ICT Support Team. You will be enthusiastic and innovative and will be the first point of contact for all ICT support issues.

GENERAL DUTIES

1. To man the ICT helpdesk and provide first line technical support for all students and staff
2. To provide hands on support and guidance for pupils in the ICT drop-in centre.
3. To maintain the schools networked computers in good order and ensure their availability all members of the school community.
4. To assist the Senior ICT Technician and Strategic Director of ICT in managing the RM Curriculum Network.

ICT SUPPORT PROVISION

1. To provide ICT support to staff and pupils through both traditional and electronic means. This is to include telephone and email based support and an electronic ICT Support Desk.
2. To provide support and guidance for pupils, in particular 6th form students, in the ICT drop in Centre.
3. To provide support for the mobile ICT classrooms and their use throughout school.
4. To keep accurate records of support provided and a knowledge base linked to the ICT inventory records, in the Support Desk software.
5. To prioritise support requests according to ICT policy and provide progress updates on a regular basis.
6. To escalate support issues to other members of the team as appropriate.
7. To provide desktop support to all users to include Windows XP, Office 2007, Adobe CS3 and Facility CMIS / Eportal.
8. To maintain system and Internet user accounts for students and staff. Resetting user passwords and managing user profiles.

9. To administer the printer accounting software and monitor printer usage throughout the school.

NETWORK MAINTENANCE

1. To maintain the Network infrastructure and school computers in good order.
2. To install, maintain and repair the ICT hardware of the School computer network.
3. To install and maintain a wide range of software for use across all subject areas.
4. To install and maintain a wide range of peripherals across the school according to user needs.
5. To monitor and maintain the schools anti-virus software in accordance with LA policy and ensure the schools network is secure from threats.
6. To maintain an accurate inventory of the schools hardware and software and appropriate software licensing records.
7. To monitor the schools Internet filtering system and provide regular reports on usage to the Strategic Director of ICT.
8. To liaise with 3rd party support contract providers to resolve support issues.

AUDIO / VISUAL SUPPORT

1. To provide support for the wide range of audio / visual equipment in all classrooms.
2. To assist staff in preparing for lessons and presentations by connecting and configuring their laptops to the projectors, interactive whiteboards and sound systems installed.
3. To provide support for staff playing DVDs, videos and a range of multimedia content in a variety of settings.
4. To support the network of public information plasma screens throughout the school.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the School in relation to the post holder's professional responsibilities and duties.