



Helping Schools
take control of ICTTM

ICT Technician

Job Description and Person Specification

Role Profile

<u>Job Title:</u>	ICT Technician
<u>Department:</u>	Technical
<u>Grade Range/Salary:</u>	£16,700 – £20,394
<u>Hours:</u>	Full time - 40 hours per week (8 hrs a day including 1 hour lunch)
<u>Package:</u>	28 days holiday per annum (inc 8 statutory days)
<u>Location:</u>	Head Office (Croydon)/Home and Field based
<u>Reports to:</u>	Regional Manager
<u>Responsible for:</u>	N/A
<u>Role Purpose:</u>	The main focus of this position is to provide technical support to schools curriculum systems and assist in project delivery.

Specification

<u>Special Requirements:</u>	RM Technician Certification essential within probationary period Full UK Driving Licence or good knowledge of public transport routes Satisfactory enhanced CRB check before employment commences Broadband internet connection at home Eagerness to learn and develop
<u>Essential Knowledge:</u>	Microsoft Windows XP Professional Microsoft Windows Server 2003 Microsoft networking technologies Backup technologies Antivirus systems Server and Computer Hardware
<u>Essential Skills and Abilities:</u>	Excellent customer service & interpersonal skills Professional telephone manner Ability to work both as part of a team or on own initiative Ability to learn on the job and to work under pressure Good time management Attention to detail Logical troubleshooting Report writing and basic documentation

Essential Experience:

At least 1 year supporting and administering a Microsoft Windows Server 2003/XP Pro network.
Microsoft TCP/IP, DNS, DHCP
Basic Networking infrastructure - cabling, routers, switches
Microsoft Office applications
NT Backup, Veritas/Symantec BackupExec
Symantec and Sophos enterprise antivirus products

Desirable Knowledge:

ITIL and/or Becta FITS
A basic understanding of government initiatives in regards to ICT in the Education Sector
Educational software and hardware
Virtual Learning Environments
Relevant current technologies

Desirable Skills and Abilities:

Procedure and work instruction writing

Desirable Experience:

Supporting and administering Microsoft Networks in an educational environment
RM CC3/CC4 or Viglen Classlink
1st Line Helpdesk Support
Inventories/Asset Management
Change Management
Promethean & Smart Interactive whiteboards
Multimedia projectors

Key Accountabilities

Key Accountabilities of Role Key Elements of Accountabilities

Helpdesk Support:

Answering and logging calls on the helpdesk

Resolving and closing 1st line support calls where possible

Liaising with other ICT Technicians to resolve faults

Escalating unresolved support issues to 2nd Line support (Technical Support Specialists)

Escalate unresolved support issues to third parties as instructed by Technical Services Regional Manager/Technical Support Specialist

Progressing escalated calls with third parties

Updating customers on the progress of support calls

Onsite Support Visits

Carry out regular technical onsite support visits unsupervised

Train on-site ICT contact on basic troubleshooting and pro-active maintenance tasks

Escalate unresolved support issues to Technical Services Regional Manager/Technical Support Specialists

Escalate unresolved support issues to third parties as instructed by Technical Services Regional Manager/Technical Support Specialist

Progressing escalated calls with third parties

Complete site visit reports after each site visit

Escalate any requests for advise (procurement or strategic) to Technical Services Regional Manager/Technical Support Specialists

New School Procedures

Assist with inventory as instructed by the Technical Services Regional Manager/Technical Support Specialist

Begin onsite technical support visits under supervision of Technical Services Regional Manager/Technical Support Specialist

Liaise with Technical Services Regional Manager/Technical Support Specialist to ensure proper completion of inventory.

Carry out remedial as per 'project delivery' below.

Proactive Maintenance:

Carry out Termly Health Checks as directed by Technical Services Regional Manager

Address issues highlighted by health checks as per 'Helpdesk Support' above

Install updates as instructed by Technical Services Regional Manager

Project Delivery

Liaise with Technical Services Regional Manager/Technical Support Specialist

Perform basic software installations

Perform basic hardware installations

Update inventory

Moving and un-boxing equipment

Disposal of packaging

	Cable Management and general tidying of installation work Any other tasks as instructed by Technical Services Regional Manager/Technical Support Specialist
<u>Quality Control</u>	Escalating customer complaints to Technical Services Regional Manager Be vigilant of and alert the Technical Services Regional Manager to potential customer satisfaction or service delivery issues Reporting all internal system problems to Technical Services Regional Manager/Technical Support Specialist Carry out risk assessments where required and notify HR/QC of any health and safety hazards/risks
<u>Other</u>	Undertake other such duties as Matrix consider appropriate
