

Job Description

Job Title:	ICT Technician
Hours:	Full time hours, all year round
Contract:	Fixed term contract
Disclosure Level:	Disclosure Barring Service – Enhanced Certificate
Responsible to:	IT Network Manager
Liaison with:	Headteachers, all teaching and support staff, team leaders, senior management team, external stakeholders

Job Purpose

To ensure that the Trust and School ICT systems function smoothly, securely, reliably and efficiently to support all students and staff in learning across the curriculum and the efficient administration of the schools within the Trust.

Key Responsibilities

- To organise the preparation of ICT resources at the request of staff, prior to use by staff.
- Checking that all equipment is present and functional (including mice/keyboards speakers etc) including printers/copiers, ink/toner cartridges (in stock/reordering) – check and if necessary adjust monitor settings each day and clean monitors, mice and keyboards.
- Logging of faults using Helpdesk program, progressing those under support contract/manufacturer's warranty until resolved – informing the IT Network Manager of any patterns of 'failure' etc, hardware or software.
- Preparation of new equipment and installation, including unpack/installation as directed by the IT Network Manager – and enter all new equipment on the inventory database.
- Network, including cabling tasks, including cabs and switches, internet, which do not require specialist contractors, Servers, storage, tape drives, backup devices operating systems.
- Creation and continuous updating of maintenance, inventory (Serials no.) Equipment logs, use and fault reporting logs & maintain records of movements of any IT related equipment throughout the school and logs for equipment on loan to staff and students.
- Maintenance, repair and cleaning of ICT equipment & peripherals as required, within the competence of the technician.
- Checking of workstations and servers for viruses using pre-installed virus software and ensure Antivirus systems are updated regularly – this is an automatic process that requires auditing.
- Creation/deletion/updating of network users I/Ds, passwords and space allocation for active directory and Office 365.
- Print queue maintenance including deletion of unprinted jobs as required.
- Conduct daily/weekly ICT room equipment checks, making notes and recommendations of workstations/equipment which require repair upgrade.
- Assisting with exhibitions and displays for Open Days, Festivals, Fetes
- Assisting with staff INSET including set up of equipment and materials.

- Assist the IT Network Manager with necessary housekeeping tasks such as ensuring daily backups of servers are done and verified correctly and rotating tapes as required.
- Check and re-fit printer toner and cartridges and carry out periodic printer maintenance such as head cleaning and alignment and logs for this.
- Liaise with suppliers or contractors in fixing simple faults, thus not requiring a site visit – online or via phone.
- Diagnose hardware faults, repair where possible or arrange third party repair where necessary.
- Carry out file space audits of user areas and email accounts to identify large user accounts, contacting the users to reduce the size.
- To work with the teachers/staff responsible for IT Curriculum development, in the production of the curriculum
- Ensure school website/VLEs are updated etc, where applicable
- Work with the IT Team and IT Network Manager within the Learning Partnership to support the development of a strategic plan for IT Development for all schools.
- Any other duties as commensurate within the grade in order to ensure the smooth running of the schools within the partnership.

Support teaching staff as requested with:

- Helping teachers prepare for the use of IT resources
- Preparation for start of lessons re: ID and passwords and software/
- Provide help for individual pupils during lessons
- Movement and setting up of equipment for lessons.
- Delivery and collection of IT records
- Collecting special parts/software where urgent needs must be satisfied

Required to attend meetings as follows:

- Staff meetings and briefings
- IT Support meetings
- Such other meetings as relevant to the post.

Conditions of Employment

The above responsibilities are in accordance with the requirements of the Education Act 2002 and statutory Orders in terms of duties and working time (including those special provisions relating to the proportion of teaching time within working time for guaranteed time specifically for assessment, planning and preparation).

Safeguarding and Data Protection

Work within the requirements of Data Protection legislation at all times.

Understand your responsibilities in relation to Safeguarding and child protection and how to highlight any issue or raise any concerns.

Remain vigilant to ensure all students are protected from potential harm by following safeguarding and child protection policies and protocols.

Embed a safeguarding culture within the Technology team, ensuring they follow safeguarding procedures.

Additional conditions

- Create and maintain positive and supportive relationships with staff, parents, business, community, and all stakeholders.
- The post-holder will be expected to undertake any appropriate training provided by ATLP to assist them in carrying out any of the above duties.
- The post-holder will be required to promote, monitor, and maintain health, safety, and security in the workplace. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- To undertake appropriate professional development including adhering to the principle of performance management.
- To promote the vision and aims of the Trust.
- To set an example of personal integrity and professionalism as outlined in the Staff Code of Conduct.
- To attend meetings, training days and CPD sessions.
- To be an effective team player and support the functions of the ATLP.
- Observance of Equal Opportunities, Confidentiality, Health and Safety Policies and Internet Code of Practice.
- Observance of complete confidentiality on all school information is required and any failure so to do may be regarded as gross misconduct in terms of the Disciplinary Policy.
- To take responsibility for becoming familiar with academy policies and abide by them.

An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed. The successful candidate will be required to disclose all convictions and cautions, including those that are spent; the exception being certain, minor cautions and convictions which are 'protected' for the purposes of the 'Exceptions' order. <https://www.gov.uk/government/collections/dbsfiltering-guidance>

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out.

Person Specification – ICT Technician

Method of Assessment:

AF = Application Form

O/T = Observation/test

I = Interview

R= Reference

	ESSENTIAL	METHOD OF ASSESSMENT			
		AF	O/T	I	R
Qualifications and knowledge	A good standard of education particularly in English and Mathematics, at least equivalent to GCSE grade 'C' or above.	✓			
	Microsoft MCSE Certificate or equivalent in Networking, Stations, Server and Communications modules would be desirable	✓			
Experience	Evidence of experience in ICT systems including internet and email	✓		✓	✓
	Windows XP, Vista, Server 2003/2008 Knowledge of Microsoft applications and strong in WP, Excel HTML and Web Design	✓	✓	✓	
	Knowledge of Health and Safety as relevant to work	✓		✓	
	Sensitive to security issues	✓		✓	
	Knowledge of hardware, (PCs and peripherals) including the confidence and ability to strip a PC computer down to component level	✓	✓	✓	✓
	Evidence of a wide range of ICT applications	✓	✓	✓	✓
Skills and Abilities	Ability to relate to teachers and pupils in a wide range of learning environments	✓		✓	✓
	Administration skills as relevant to the post	✓		✓	
	Able to work under pressure, responding to competing demands and set priorities	✓		✓	✓
	Have the ability to learn quickly and a desire to continue to learn.	✓			✓
Personal Qualities	Evidence of and willingness to participate in further training and developmental opportunities.	✓		✓	
	Maintain confidentiality on all matters.	✓			✓
	Ability to communicate clearly and effectively, both orally and in writing.	✓	✓	✓	✓
	Demonstrate positive values, attitudes and behaviour and adopt high standards of behaviour in their professional role.	✓	✓	✓	✓
	Have the perseverance to see a job through and to ensure the small issues are dealt with as well as the big issues.	✓		✓	✓
	Be patient, tolerant and tactful to all members of the school population, including those without ICT competencies.	✓		✓	✓
	Have good personal organisation	✓	✓		✓
	Physically fit and able to move ICT equipment around the building.	✓			
Contra Indications	Criminal convictions involving offences against children.	✓		✓	✓