

**Job Description and Personal Specification**

**ICT Technician**

**Salary:£19,312- £20,092 (Grade 4)**

**37 Hours per Week**

**Closing Date: 23rd October 2020**

**Completed application forms should be emailed to bgriffin@rondearingutc.com**

**Job Purpose:**

The IT Technician works under the direction of the Network Manager, supporting all aspects of the school’s IT network and systems, ensuring they are fit for purpose, comply with all relevant legislation, are safe for all users and offer value for money.

This will include provision of first line support for all users, curriculum and administrative, and maintaining and developing the school’s website.

The ICT Technician will be required to supervise and support student ICT Assistants.

# Duties and Responsibilities

Main duties and responsibilities are outlined below. Other duties commensurate with the post may also be required, as directed by the Network Manager. ***Please note that the post holder may be required to work outside of normal working hours for extended school activities and events, meetings or to deal with emergencies.***

The Job Description will be subject to annual review to ensure it continues to meet the needs of the school.

# Key Tasks

Assist in maintaining the school’s IT network and systems, providing support for the school’s servers and network infrastructure.

Assist in the monitoring of the school network, to ensure safety and security for all users.

Provide 1st line support to users for all systems, hardware and software in use, including AV equipment and peripherals (e.g. MFDs).

Assist with the installation and maintenance of software on all devices.

Provide support to users accessing school IT systems, including advice for related home computer use.

Assist with the day-to-day maintenance of the school’s computer systems, including network user database and password allocations.

Assist in the maintenance and development of the school website and intranet sites.

Deal with queries logged through the IT Help Desk system, ensuring effective prioritisation and timely response, escalating calls as appropriate.

Provide IT support at school events as required, to include parents’ evenings, open days or other meetings.

Provide support to users of the school’s Management Information System (SIMS) and other administrative software

Ensure maintenance of an asset register of all IT and related assets on school Asset register software.

Ensure inventories are maintained and regular stocktakes of consumables are undertaken.

Assist in delivering appropriate training for all staff to maximise the effective use of ICT in their roles (including induction for new staff).

Maintain all loan agreements for assets provided to staff and students on loan.

Ensure the effective implementation of school e-safety and security policies and procedures to protect against theft, damage, misuse and any form of cybercrime.

Ensure the school complies with health and safety legislation in relation to the use of ICT equipment, and conduct annual inspection and safety testing of all devices.

# Statutory/other

To promote the safety and wellbeing of students, ensuring that the school’s safeguarding policies and procedures are promoted within the school

To be responsible for your own health and safety and that of students and your colleagues, in accordance with the Health and Safety at Work Act and relevant associated directives

To adhere to the school’s Equality Policy and actively promote equality of opportunity

To participate in the performance and development review process, taking responsibility for identification of learning, development and training opportunities in discussion with your line manager.

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| **Person Specification: ICT Technician** | **Essential** | **Desirable** |
| **Qualifications and Training** |  |  |
| 1 years’ experience working in an IT support role |  |  |
| 5 GCSEs or equivalent (Grade C / 4 or above in  Mathematics and English) |  |  |
| IT-related qualifications relevant to the field – e.g.  MCSA/MCT/MCS/CompTIA |  |  |
| Further/higher qualifications in an IT-related subject |  |  |
| Customer service/help desk experience |  |  |

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| **Technical, Knowledge, Skills and Experience** |  |  |
| Able to build and form good relationships with colleagues, students and other stakeholders |  |  |
| Able to work with a high level of accuracy |  |  |
| Ability to work constructively as part of a team, with an understanding of school roles and responsibilities - but also able to work independently and use initiative |  |  |
| Able to maintain strict confidentiality of information received and processed as part of the role |  |  |
| Excellent analytical and problem solving skills |  |  |
| Able to work flexibly to meet deadlines and respond to unplanned situations |  |  |
| Excellent organisational skills – ability to prioritise and multi-task |  |  |
| Good communication and interpersonal skills – orally and written; able to communicate technical issue effectively to a non-technical audience |  |  |
| Knowledge of a range of IT hardware and software |  |  |
| Experience supporting a Microsoft based network |  |  |
| Experience troubleshooting hardware and software |  |  |
| Experience of workstation / laptop deployment (SCCM / Windows deployment services) |  |  |
| Knowledge of SIMS, Impero, Microsoft Teams, Sharepoint |  |  |
| Experience of administering Microsoft 365 |  |  |
| Knowledge of Active Directory and Group Policy management |  |  |
| Experience of network services including wireless and VPN |  |  |
| Experience managing school internet filtering systems |  |  |
| Experience maintaining inventories and asset registers |  |  |
| Experience working with CMS e.g. Wordpress |  |  |
| Experience of relevant policies and procedures within relevant legislation, including data protection and health and safety |  |  |
| Experience of building access control systems |  |  |
| Experience of Cashless catering systems such as Parent Pay |  |  |
| Knowledge of backup procedures and file restoration. |  |  |

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| **Personal Qualities** |  |  |
| Positive “can do” approach |  |  |
| Patient and able to train others to work with unfamiliar systems |  |  |
| High expectations of self and others |  |  |
| Flexible working practice, willing to go the “extra mile” |  |  |
| Promoting and safeguarding the welfare of students |  |  |
| Contributing to the positive reputation of the school in the community |  |  |
| Commitment to CPD (continuing professional development) |  |  |