

VALLEY PARK SCHOOL JOB DESCRIPTION

Job Title: ICT Technician

Grade: VIAT 3

School/Department: Valley Park School

Base: Valley Park School

Responsible to: ICT Network Manager

Responsible for: The technical support of the school's ICT equipment as directed by the ICT Network Manager

Job purpose:

To provide a first line of IT technical support to staff and students, and to maintain and install IT equipment.

Key responsibilities:

1. Provide a responsive, enthusiastic and comprehensive IT support service to staff and students within the school.
2. Be available on the IT Helpdesk as a first port of call for students and staff
3. To support and maintain ICT equipment throughout the school
4. Perform MS Active Directory user and group management, and basic Office365 Exchange/Teams management and InTune MDM
5. Monitoring of students' network activity and alerting the Senior ICT Technician to any issues that may arise
6. To support teaching with technical input as and when required
7. Accurately log all equipment faults, and where necessary liaise with external suppliers for the repair of equipment under warranty or insurance
8. Use established routines to diagnose and repair faults. If faults are found outside the routines, investigate cause and escalate to 2nd line ICT support for assistance if needed.
9. Check the functioning of all associated network connections and devices such as network cards, data outlets, patch leads, switches and follow routines to diagnose cause and provide simple fixes.
10. Perform routine preventative maintenance tasks on ICT equipment including cleaning of monitors, mice and keyboards
11. Unpack and install ICT equipment
12. Configure items of equipment including imaging end user devices for use on the school's network by following established routines

13. Perform regular checks of Audio Visual equipment such as projectors, interactive whiteboards, and televisions
14. Install network cable, trunking, and audio-visual equipment
15. Maintain a log of all work carried out, document routines used and new solutions found
16. Update records of hardware and software accurately
17. To advise of procurement needs for minor and repeat purchases to the Senior ICT Technician
18. Perform regular proactive monitoring of eLearning iPads.
19. Identify areas where ICT can help with whole school issues and report to the ICT Network Manager.
20. To carry out as requested from time to time, any other relevant duties as may be required by the Senior ICT Technician, ICT Helpdesk/Network Manager or the Headteacher
21. Participation in the performance management process

Signed Date