

## JOB DESCRIPTION

<b>Job Title:</b>	ICT Technician
<b>Grade:</b>	VIAT 3
<b>School/Department:</b>	Valley Park School
<b>Base:</b>	Valley Park School
<b>Responsible to:</b>	ICT Network Manager
<b>Responsible for:</b>	The technical support of the school's ICT equipment as directed by the ICT Network Manager

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### 1. Job purpose:

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

### Key responsibilities:

- Provide a responsive, enthusiastic and comprehensive IT support service to staff and students within the school.
- Be available on the IT Helpdesk as a first port of call for students and staff
- To support and maintain ICT equipment throughout the school
- Perform MS Active Directory user and group management, and basic Office365 Exchange/Teams management and InTune MDM
- Monitoring of students' network activity and alerting the Senior ICT Technician to any issues that may arise
- To support teaching with technical input as and when required
- Accurately log all equipment faults, and where necessary liaise with external suppliers for the repair of equipment under warranty or insurance
- 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.
- 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.
- Perform routine preventative maintenance tasks on ICT equipment including cleaning of monitors, mice and keyboards

- Unpack and install ICT equipment
- Configure items of equipment including imaging end user devices for use on the school's network by following established routines
- Perform regular checks of Audio-Visual equipment such as projectors, interactive whiteboards, and televisions
- Install network cable, trunking, and audio-visual equipment
- Maintain a log of all work carried out, document routines used and new solutions found
- Update records of hardware and software accurately
- To advise of procurement needs for minor and repeat purchases to the Senior ICT Technician
- Perform regular proactive monitoring of eLearning iPads.
- Identify areas where ICT can help with whole school issues and report to the ICT Network Manager.
- 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
- Participation in the performance management process

Signed ..... Date .....