**Ursuline College**

**Job Description/Person Specification**

**ICT Network Support Technician**

**Line Manager:** Area Network Manager (ANM)

**Grade:** KR6

**Hours per week:** 37

**Weeks per year:** 52

**Main Purpose of Job:**

***To support the ICT Network Manager in the day to day management of all school ICT resources and Audio-visual (AV) requirements. To act as first line support for all ICT related problem logs raised by users of school systems and to respond to and undertake ICT problem resolution across site.***

Ursuline College All Staff Responsibilities:

* To be committed to safeguarding and promoting the welfare of children and young people within the school
* To act in a loyal and professional manner around school and to contribute to the overall ethos/work/aims of the school
* To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
* To be aware of and support difference, and ensure equal opportunities for all
* To attend and support appropriate meetings/courses and to undertake any training as deemed necessary in order to keep abreast of development

**Specific Duties and Responsibilities:**

* To maintain high personal professional standards of attendance, punctuality, appearance, conduct and develop positive relations with students, parents and staff.
* To assist in the maintenance, upkeep and provision of ICT and AV requirements across the school.
* To act as first and second line support for all ICT and AV problems, providing timely technological support, help and advice to staff, pupils and others.
* Maintain the current service desk of all support requests and manage appropriately and keeping people informed of their progress and the Production of monthly statistics.
* To work collegiately with other site support colleagues at 2 other schools to undertake problem resolution and resolve issues as they arise in a timely manner. These tasks will include resolution of (and are not limited to) common end user hardware/software issues, Microsoft 365, network, backup, internet/firewall,
* To maintain the school’s Asset Register and ensure that all ICT equipment (assets) within school are accurately recorded for asset management purposes, including the addition of new equipment and any assets which are disposed of during the year, (inventory should include hardware/software, cabling & system diagrams and consumables stock).
* To monitor and maintain the schools CCTV system equipment. To support the Area Network Manager to ensure that access to it and images recorded from it meet all requirements as defined by the Data Protection Act.
* To support the network manager to carry out maintenance / housekeeping tasks across the school network and ICT assets to achieve a high level of availability and reliability to staff and students.
* Undertake hardware, software and printer installations across the network as required in line with changing technology
* Provide and develop solutions for staff to ensure best practice in the use of ICT across school.
* To be interested and enthusiastic about all aspects of ICT and willing to support and encourage others.
* To run, maintain and improve the school’s website.
* To ensure the integrity and security of all data held on the system and that daily backups are completed.
* To arrange quotations and raise orders for the purchase of appropriate equipment to ensure that the school requirements are met and best use made of resources.
* To train staff in new software application or solutions ‘as required’ to ensure staff are able to maximize the IT resources.
* To maintain and facilitate the repair of hardware and the associated networks, to maintain the smooth running of the IT systems within the school.
* To implement the on-line safety policy.
* To assist and investigate any network aspects relating to safeguarding and filtering investigations.
* To undertake any other duties that may reasonably be required.
* To set up and maintain AV equipment for use in assemblies and other events both during and outside of the school day.

**General Administration Duties**

* To maintain high personal professional standards of attendance, punctuality, appearance, conduct and develop positive relations with students, parents and staff.
* Support the site support function in any task necessary to ensure the smooth running of the school.
* To evaluate and improve your own practice, and to take responsibility for your continuing professional development.
* To maintain portfolio of evidence to support the performance management process.
* To perform any other duties, including covering the essential work of absent colleagues, commensurate with the grading of the post, as directed by the line manager, Area Business Manager or Academy Principal

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| *This job description may be reviewed and is subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the College in relation of the post holder’s professional responsibilities and duties.*  *The post holder will be expected to carry out all duties in the context of, and in compliance with, all the College’s policies and procedures.* |

**Person Specification:**

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| **Criteria** | | Essential Desirable | |
| **Qualification** | Good general standard of education, preferably to at least NVQ2 or equivalent  Hold GCSE Maths and English, or equivalent | **P** | **P** |
| **Specific Skills, Experience and Knowledge** | Awareness and understanding of Health and Safety regulations   * Competent in use of Word, PowerPoint, Excel, Outlook * Knowledge of Safeguarding children and young people and Child Protection   Experience of working with confidential information  Understands and is able to apply Health & safety procedures relevant to role (Manual handling, COSHH, lone working, first aid) | **P**  **P**  **P**  **P** | **P** |
| **Personal Qualities** | * Excellent record of punctuality and attendance * Excellent written and verbal communication skills * Able to remain calm under pressure, to prioritise work, to work effectively as part of a team and to manage change * Ability to relate to pupils, their parents/carers and staff * Exhibit flexibility, resourcefulness, initiative, adaptability, confidence * Continually looking at ways to improve quality of service * Approachable and a good sense of humour * Willing to undertake relevant training to develop performance * Ability to work as part of a team and to form effective working relationships needed for the role * Supportive of the School’s Catholic Ethos   Desire and potential to progress to further promotion | **P**  **P**  **P**  **P**  **P**  **P**  **P**  **P**  **P**  **P** | **P** |