

ICT TECHNICIAN: JOB DESCRIPTION

Salary

Medway NJC scale C2

Line of responsibility

The ICT technician will be directly responsible to the Network Manager

Job purpose

The IT technician is responsible for:

- Assisting in the development, support, maintenance and security of all ICT systems within the Trust schools.
- All aspects of hardware and software, including installation, operation, security, upgrades, repair and replacement.
- Providing technical advice and assistance to support all staff and students across the Trust.
- Providing technical advice and assistance to support parents/carers with Trust schools digital services.
- Providing staff training as required.
- Ensuring that health and safety requirements and other relevant regulations are in place and adhered to.

Duties and responsibilities

Main duties and responsibilities are indicated below. Other duties of an appropriate level and nature may also be required, as directed by the business manager and/or headteacher.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.

Job specification

Operational

- S/he shall deputise for Trust Network manager in their absence.
- S/he shall manage identified areas of responsibility as agreed with the Trust Network manager.
- S/he shall carry out special project work as directed.
- S/he shall establish and maintain good relationships with all students, parents/carers, colleagues and other professionals.
- S/he shall assist with the operation of the Trust schools information and communication networks, undertaking appropriate repairs as necessary.
- S/he shall assist with the effective development of the Trust schools information and communications networks including the website.

- S/he shall ensure that only approved and licensed software is purchased or used.
- S/he shall advise and assist her/his line manager and the senior leadership team on hardware and software matters within the Trust schools including any ICT developments, relevant bids and suppliers.
- S/he shall assist administrative staff with hardware and software operations as required by her/his line manager
- S/he shall ensure that staff and students have a satisfactory, robust, reliable and secure ICT environment, including backup schemes for the curriculum and administration ICT environments.
- S/he shall co-ordinate the installation and configuration of hardware and software including new releases, carry out testing and train staff and students.
- S/he shall assist in the monitoring of the performance of hardware, software and the network, identifying problems and resolving them, and advise her/his line manager of issues and potential improvements.
- S/he shall assist in providing live run scheduling and monitoring as required, including integrity checking for archive/backup data including data export for networks and other regular housekeeping and maintenance procedures.
- S/he shall identify problems and ensure their resolution, advising her/his line manager of issues, potential improvements and projected developments.
- S/he shall assist in ensuring security of work on the network by maintaining a regular programme of backing-up, including mirrored data, and setting and monitoring access levels of all users.
- S/he shall ensure the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- S/he shall assist in maintaining accurate and up-to-date records of all ICT hardware and software on site including its signing out/in to staff, for example, laptops and digital projectors.
- S/he shall check and re-fit toner and cartridges and carry out periodic printer maintenance such as head cleaning and alignment.
- S/he shall co-ordinate the control of stock, including liaising with suppliers, maintaining records, and monitoring stock levels.
- S/he shall assist in maintaining a log of problems, changes and resolutions.
- S/he shall assist in monitoring and managing the use of the internet within the school and report issues to her/his line manager.
- S/he shall support the network by adding new members of the Trust school community and the archiving of user materials from school leavers before removal of their user accounts.
- S/he shall support the delivery of INSET programmes for staff and assemblies as required.
- S/he shall stay up to date with relevant DFE guidance to support the role of IT technician.

Administrative

- S/he shall ensure that all administrative duties, checks and documentation are completed to the required level of accuracy including returns and reports.
- S/he shall process, input and extract information from Trust school's database system/s as required.
- S/he shall collate information, statistics and prepare reports as required by her/his line manager, the headteacher and the governing board.

General

- S/he shall attend school events as required and provide associated technical support.
- S/he shall attend relevant meetings and training sessions.
- S/he shall keep abreast of developments and changes in the ICT field and communicate to staff as appropriate.

ICT TECHNICIAN: PERSON SPECIFICATION

Essential	Desirable	Evidence
Qualifications and experience		
<ul style="list-style-type: none"> • Studied to a minimum standard of GCSE (grade A*–C) or equivalent, in English and mathematics. • ICT-related qualifications. • Experience of working within an ICT environment, diagnosing and solving problems (at least two years). 	<ul style="list-style-type: none"> • Further education qualification relevant to the field. • Experience of working in a school or similar establishment. • Experience of training staff in ICT. 	Application form Letter of application References Interviews Certificate/s (to be available at interview)
Knowledge and skills		
<ul style="list-style-type: none"> • Ability to build and form good relationships with colleagues and students. • Ability to work constructively as part of a team, understanding school roles and responsibilities including own. • Ability to absorb and understand a wide range of information. • Ability to improve own practice/knowledge through self-evaluation and learning from others. • Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals. • Good standard of numeracy and literacy skills. • Good analytical and problem solving skills. • Good working knowledge of a range of ICT software, hardware 	<ul style="list-style-type: none"> • Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation eg concerning licences. 	Application form Letter of application References Interviews

Essential	Desirable	Evidence
<p>and other resources.</p> <ul style="list-style-type: none"> • Understanding of networks, LAN, WAN and internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals. • Can proficiently use office computer software including word-processing, spreadsheet, database and internet systems. • Working knowledge of server operating systems and cloud services. 		
Personal qualities		
<ul style="list-style-type: none"> • Initiative and ability to prioritise one's own work. • Able to follow direction and work in collaboration with line manager. • Able to work flexibly to meet deadlines and respond to unplanned situations. • Efficient and meticulous in organisation. • Desire to enhance and develop skills and knowledge through CPD. • Commitment to the highest standards of child protection. • Recognition of the importance of personal responsibility for health and safety. • Commitment to the Trust schools ethos, aims and its whole community. 		<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p>