**Job Description – Bower Grove School**

Job Role: ICT Technician

Name:

Line Manager: Lead for Technologies

Salary: Kent Rage 6 & SENA

Date:

Hours: 8.15am – 4.30pm Monday – Thursday, 8 am – 2.45pm on Friday term time with 5 days in the summer holidays

**Purpose of Job:**

We are looking for a motivated and passionate person with initiative for this new role as IT Technician in the school. You would work within the Technologies team to support the day to day maintenance and operation of the school network and provide IT support as well as the school’s social media platforms.

**Our ideal candidate would have:**

* A good understanding of IT technologies including office 365 administration, MS Deployment toolkit, VOIP Telephone systems, knowledge of an MIS such as Arbor and website maintenance.
* Have prior experience in providing first line and second line IT support to end users
* Educated to GCSE English and Maths or equivalent with relevant IT qualifications
* Experience of working in an educational setting is desirable but not essential and we welcome applicants with relevant experience from other industry sectors.

**Main responsibilities:**

* Work with the Network Manager and other colleagues to ensure the effective running of the sites IT provision.
* Build and maintain effective working relationships with IT service users providing helpdesk and network support for staff and pupils.
* Assist in managing computer hardware, software and systems and provide technical support on the network to ensure an effective IT provision for both curriculum and administrative purposes.
* Assist in the resolution of network problems, maintaining and repairing hardware and software to enable smooth running of all IT systems.
* Contribute to the maintenance of the school’s website and social media platforms.
* Keep systems up to date through running operating systems and other upgrades.
* Assist with the consideration, implementation and ongoing support of any new software and systems changes.
* Support the roll out of new applications
* Provide technical support either by phone, remote access or desk side as appropriate.
* Set up equipment for new users, maintaining a record of all hardware and equipment issued to staff and pupils.
* Assist with servers, LAN/WAN technologies, active directory, group policy and VLANs, computer repair/troubleshooting software, networks, virus protection, wi-fi technology and other IT related projects.
* Operate effectively as part of the school IT team, supporting each other either in person or remotely as required.
* Assist in maintaining the school’s IT inventory.
* Assist with the delivery of training to school staff and support teaching staff and pupils in technical aspects of ICT.
* To understand the importance for safeguarding the health and well-being of all pupils.
* To uphold the school's policies and procedures with regard to child protection and safeguarding.
* To take responsibility to attend training opportunities as relevant to the post.
* To undertake any other duties on occasion, as may be deemed reasonable with the remit of the post.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Headteacher) Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_