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**JOB DESCRIPTION**

**Job Title: IT Technician School: DGGS**

**Reports to: Network Manager Current Grade: Kent Range 5**

**Job Holder’s Name: Date: January 2019**

**Purpose of Job**

The school operates a dual based Windows network for both curriculum and admin users with a site-wide wireless backbone supporting desktops, laptops and tablet devices. In addition to this we have a large inventory of interactive whiteboards and audio visual equipment.

The role is to support the use of ICT by both staff and students within the school environment through the maintenance of the school’s network, ICT software, hardware and contribute to the development and implementation of the school’s ICT strategy and service provision.

**Key duties and responsibilities**

1. Support the Network Manager to manage the school network infrastructure, servers and workstations.
2. Contribute to the development of hardware, software and network solutions throughout the school, to meet curriculum and administrative needs.
3. Work with the Network Manager to ensure the network is operational during access hours and appropriate back-up protocols are implemented.
4. Work with the Network Manager to create and manage all network user accounts, ensuring correct access rights and audit as required.
5. Manage the school’s CCTV network.
6. Deliver training and support to staff and students as appropriate.
7. Be a first line point of contact to troubleshoot ICT problems in the school.
8. Assist teachers with ICT equipment in lessons as needed.
9. Set up ICT equipment for assemblies and other events, e.g. Open Evening.
10. Promote adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management, and report any concerns.

**Footnote:** This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

**Agreed by: ……………………………….. Approved by: ……………………….........**

Vacancy Mrs Sharon Pritchard, Headteacher

**IT TECHNICIAN**

PERSON SPECIFICATION – JANUARY 2019

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|  | **Criteria** |
| **Qualifications** | * Educated to at least A level (level 3) standard. * Other relevant qualifications desirable. |
| **Experience** | * Experience in ICT technical support in a Windows environment. * Experience of relevant hardware and software. * Experience in use of SIMs (desirable). * Experience in website design (desirable). |
| **Skills and abilities** | * Good communication skills for offering information, advice and guidance on ICT issues, such as software compatibility. * Ability to prioritise. * Ability to work as part of a small team. * Able to solve problems and design solutions and demonstrate ICT support skills. * Able to respond to speedy changes in technology and learn and apply new solutions. |
| **Knowledge** | * Theoretical knowledge of relevant ICT hardware and software packages. * Hands-on experience troubleshooting hardware, such as servers, routers and hubs. * Relevant legislation relating to Data Protection and Records Management (desirable). * Understanding of health, safety and welfare regulations and best practice affecting ICT. |
| **Personal attributes** | * Be organised, efficient and reliable. * Have a polite, friendly and flexible approach. * Keep calm and professional at all times. * Be committed to equality of opportunity. * Be committed to the ethos, vision, aims and values of the school and Trust. |