

RMET**ICT TECHNICIAN (Primary / Trust): JOB DESCRIPTION****Salary**

Medway NJC scale D2, points 4-11

Line of responsibility

The ICT technician will be directly responsible to the Trust 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.
- Assisting in the installation, configuration and testing of hardware and software.
- Providing technical advice and assistance in the classroom to support students and teaching staff with learning activities.
- Assisting with staff training as required.

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 Headteacher.

Job specification**Operational**

Work independently to provide day-to-day ICT support across the trust.

- Manage own workload through the allocation of calls via the helpdesk.
- 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 school's information and communication networks, undertaking appropriate repairs as necessary.
- S/he shall assist with the effective development of the trust school's information and communications networks including the website.
- 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 assist with ensuring that staff and students have a satisfactory, robust, reliable and secure ICT environment.
- S/he shall assist with the installation and configuration of hardware and software including new releases, carrying out testing and training 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 with 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 assist in the control of stock, including liaising with suppliers, maintaining records, and monitoring stock levels.
- 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 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.

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 other 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 (SECONDARY): 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). • Experience of Active Directory/DNS/DHCP management • Good understanding of current software operating systems 	<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. • Exposure to automated OS and software deployment techniques • Experience of network protocols and VLANs • Experience of connecting mobile devices to centralised services 	<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p> <p>Certificate/s (to be available at interview)</p>
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. • 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. 	<ul style="list-style-type: none"> • Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation eg concerning licences. 	<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p>

Essential	Desirable	Evidence
<ul style="list-style-type: none"> • Good analytical and problem solving skills. • Good working knowledge of a range of ICT software, hardware and other resources. 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. 		
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 school's ethos, aims and its whole community. 		<p>Application form</p> <p>Letter of application</p> <p>References</p> <p>Interviews</p>