



THE ABBEY SCHOOL

A BUSINESS & ENTERPRISE ACADEMY

NAME

JOB TITLE: IT Technician

RESPONSIBLE TO: Network Manager

The ethos of the school is one of shared responsibility, to which staff are expected to make a significant contribution. The expectation is that staff will present themselves professionally, be positive and contribute constructively to the life and work of the school.

Job Purpose

To play a full and active part in the school's ICT Support Team as directed by the Network Manager.

Specific Duties:

I.T. Support

- To implement procedures and provide technical support in line with the school's I.T. Support service definition.
- Perform advanced diagnostic procedures on I.C.T. equipment.
- Ensure the system is working and maintained by installing appropriate software, maintaining hardware, configuring systems, completing appropriate checks (including PAT testing) and monitoring system logs.
- Respond to support requests according to school policies, recording detailed diagnostic information, use appropriate knowledge bases and inform the user when and how the request was resolved.
- To provide support to users of the system to develop their knowledge and help raise the level of I.T. competence among staff.
- To ensure that all records for expenditure, hardware, software, support requests and actions taken are kept up to date.
- Be familiar and assist with new and emerging technologies, such as O365 and mobile devices.
- Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities.
- Support events and occasions, such as open evenings, or supporting exams whereby the school's ICT facilities and users require out-of-hours on-site support.
- Assist with research and investigation into new technologies for possible implementation within the school.
- Ensure adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfer) and report any concerns.
- Support and undertake the setup of Audio/Visual equipment in preparation for presentations and school events.
- Work as part of a team and adopt flexible working practises.

System Management

- To maintain and develop the school's I.C.T. resource for safe, effective use by all users.
- Maintain the school's information systems, including the VLE, by updating pages and uploading content.
- Ensure that users have appropriate access levels to information systems.
- Follow school backup, virus protection and security procedures.
- Set up hardware and perform checks of IT facilities.
- Support in the installation of hardware such as projection systems, photocopiers, AV setups and IWB's.

General Duties as Required by the School

- Carry out other such duties that reasonably correspond to the general character of the post and are commensurate with its level of responsibility.
- To be aware and follow all school policies related to the position.
- To monitor the well being of all students and report any concerns related to the safeguarding of students to the Designated Child Protection Coordinator.

Personal and Professional Conduct

Staff are expected to demonstrate consistently high standards of personal and professional conduct. The following statements define the behaviour and attitudes which set the required standard for conduct

- Staff uphold public trust in the school and maintain high standards of ethics and behaviour, within and outside school, by:
 - Treating pupils with dignity, building relationships rooted in mutual respect, and at all times observing proper boundaries appropriate to their position
 - Having regard for the need to safeguard pupils' well-being, in accordance with statutory provisions
 - Showing tolerance of and respect for the rights of others
 - Not undermining fundamental British values, including democracy, the rule of law, individual liberty and mutual respect, and tolerance of those with different faiths and beliefs
 - Ensuring that personal beliefs are not expressed in ways which exploit pupils' vulnerability or might lead them to break the law.
- Staff must have proper and professional regard for the ethos, policies and practices of the school in which they work, and maintain high standards in their own attendance and punctuality.

Contribution to School

- Assist in monitoring the appearance and general behaviour of students around the School, maintaining good order and sound discipline among students, including safeguarding their health and safety (where applicable)
- Be actively involved in the School's form tutor and house system (where applicable)
- Contribute to the School Improvement Plan where applicable (where applicable)
- Implement the School's agreed policies
- Participate in the School's Appraisal programme
- Cover for absent colleagues
- Participate in School based INSET
- Perform any other duty that their line manager might reasonably request
- To monitor the well-being of all students and report any concerns related to the safeguarding of students to the Designated Child Protection Co-ordinator (DCPC)
- To be aware of and follow school policies relating to Health and Safety

Communication & Meetings

- Attend Staff, Department and other meetings as appropriate
- Support effective communication by forwarding documentation or memos to relevant staff and students
- Preserve and promote the good name of the School in all dealings with the wider public

In addition to the above you will be expected to comply with all of those terms connected with the job of your status as referred to in the Kent Scheme Conditions of Service Document (Blue Book). This job description may be subject to change at any time in consultation with the post holder, and will be reviewed at least annually.

The Abbey School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An enhanced Disclosure & Barring Services Check is required for all posts within the school.