Kent County Council

Job Description: ICT Technician

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| **School:** |  |
| **Grade:** | **Kent Range 5** |
| **Responsible to:** | **Line Manager** |

**Purpose of the Job:**

To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

**Key duties and responsibilities:**

*In co-operation with the ICT Manager and the Network Manager the ICT Technician should:*

1. Manage the software library of the school. This will include:

* Maintaining an up to date catalogue of software available for use in the school
* Ensuring that software is easily accessible to staff and pupils
* Making back-up files and archiving materials where appropriate
* Ensuring that copyright, licensing and data protection laws are upheld

2. Manage the computer resources of the school. This will include:

* Installing new computer equipment as appropriate
* Ensuring that hardware (and network cabling) is maintained and repaired as necessary
* Assisting in maintaining the asset register of equipment
* Assisting in the appropriate deployment of hardware around the school
* Purchasing ICT related hardware, software and consumables in liaison with the ICT Manager and Network Manager
* Advising on the security of equipment and data
* Responding to requests for technical support from staff and students

3. Manage the fileserver by:

* Ensuring that Users are created and/or deleted as appropriate
* Managing the allocation of User Space/Printer Credits
* Carrying out regular housekeeping to ensure that the fileserver storage is used effectively
* Implementing the school’s network and Internet security policies
* Maintain computer files by backing up / archiving and updating/deleting information as appropriate

4. Maintain the school’s KLZ site by:

* Liaising with EIS over technical issues
* Uploading and managing content
* Supporting staff with the use of the site
* Working with the ICT Manager and Network Manager to develop and promote the use of the site

5. Maintain the school’s website by:

* Liaising with the provider over technical issues
* Uploading and managing content to keep it fresh and relevant
* Developing new areas in response to requests from staff and the SLT
* Being mindful of online safety and GDPR (photograph permissions)

1. Maintain a tidy, professional environment in the school’s ICT Suites and help to manage the display of children’s work and relevant information posters etc.
2. Ensure that Internet connectivity is maintained and liaise with EIS re filtering
3. Manage all email accounts
4. Work alongside the ICT Manager and Network Manager in the implementation of the ICT Teaching & Learning and online safety policies
5. Support students and staff with delivering the Computing curriculum and technical aspects of ICT
6. Plan and deliver training for staff in the use of the school’s ICT resources to assist with both administration and teaching/learning
7. Liaise with staff to support curriculum development with appropriate software.
8. Assist the ICT Manager and Network Manager in creating the annual ICT Action Plan and Budget Proposal.

Individuals in this role may also undertake some or all of the following:

1. Carry out desk-top publishing procedures

2. Provide bespoke ICT training for staff and pupils

3. Check and maintain stocks of ICT equipment

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.

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Person Specification: ICT Support

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

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|  | **CRITERIA** |
| **QUALIFICATIONS** | Level 2 Diploma (or equivalent) |
| **EXPERIENCE** | Experience in an IT environment and working with relevant software and Networks |
| **SKILLS AND ABILITIES** | Must be able to communicate verbally with staff at all levels, along with pupils  Understanding of the Health and Safety issues relating to IT |
| **KNOWLEDGE** | Knowledge and experience in a range of ICT system and software packages.  Knowledge of managing a network  Full understanding of GDPR Act 2018, Freedom of Information Act 2000 and Information Governance. |