



JOB DESCRIPTION

Job Title:	ICT Technician
Accountable to:	ICT Network Manager

Purpose of job:

To provide maintenance and support for the school's ICT infrastructure and to aid in the teaching of ICT to students by providing a technical backup for all staff.

Key Responsibilities:

1. To support and maintain ICT equipment throughout the school.
2. Accurately log all equipment faults, and where necessary liaise with external suppliers for the repair of equipment under warranty or insurance.
3. Diagnose and repair hardware and software faults where possible, and to otherwise report them to the ICT Network Manager for assistance.
4. Perform routine preventative maintenance tasks on ICT equipment including cleaning of monitors, mice and keyboards.
5. Perform routine server maintenance and updates, and to perform MS AD, Group Policy, and Application management of computers and users.
6. Manage and monitor the user of Office 365 including Endpoint management.
7. Check the functioning of all associated network connections and devices such as network cards, data outlets, patch leads and switches.
8. Unpack and install ICT equipment such as new computers, printers and other associated peripherals.
9. Configure items of equipment including building workstations for use on the school's network.
10. Maintain a log of all work carried out, document technical procedures and solutions.
11. Monitoring of students' network activity and alerting ICT Network Manager to any issues that may arise.
12. To design and implement secure and productive computer environments for staff and students via the use of Group Policy, scripting and images,
13. To install and test curriculum and admin software on the application server and for deployment on workstations across the network.
14. Maintain and be accountable for accurate records of hardware and software, including licences.
15. To support the teaching of ICT with technical input as and when required.
16. To carry out as requested from time to time, any other relevant duties as may be required by the ICT Network Manager.
17. To support students and staff in their use of Apple hardware, software and device incidents including insurance claims.

Support for the school

1. Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person.
2. To contribute to overall ethos, work and mission statement of the school.
3. To undertake broadly similar duties commensurate with the level of the post as required by the Headteacher.
4. Participate in the school's appraisal process.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be set out in the above job description, but please note that The Lenham School maintains the right to update your job description from time to time, to reflect changes in or to your job. You will be consulted about any proposed changes.