



# Brook Learning Trust THE HAYESBROOK SCHOOL



**JOB TITLE: ICT Technician**

**RESPONSIBLE TO: Network Manager**

**GRADE: KS5**

**JOB PURPOSE:**

To provide comprehensive support, information and guidance on all Academy ICT facilities

## **PRINCIPAL ACCOUNTABILITIES**

### **Maintenance of the Academies ICT networks**

- Provide support for the Academies servers and associated routines
- Provide hardware and software support for workstation PCs, Laptops, and printers;
- Monitor the efficiency of the Academies networks
- Maintain all peripherals and repair or replace as necessary
- Installation of new ICT classrooms and refurbishment of old classrooms
- Installation of new computer hardware including wireless, fibre optic, CAT5e/6 networks and external projects, as required
- Installation of computer images
- Set up and maintain network accounts for users (student and staff)
- Contribute to daily and weekly scheduled technical tasks, such as backing up data, powering down equipment at the end of each day, checking for issues with equipment
- Ensure that an up to date audit of all ICT equipment is in place.
- Setup Parents Evening/Events System when events occurs
- To document all work in the schools help/support desk system

### **Installation of new and existing software across the networks**

- Install new and existing software on existing PCs
- Perform complete installations on new PCs
- Install, configure and maintain anti-virus software across the networks.

### **Provide technical support for all users, curriculum and admin**

- To support the Network Manager in everyday running of network infrastructure
- Administer email and user groups and accounts within the Academies
- Configure and maintain all software applications for consistent use
- Support for login information with external applications for students, staff or parents. (ShowMyHomework, School Gateway and Parents evening system)
- Provide support to users in the use of SIMS
- Carry out regular housekeeping to ensure that the fileserver storage is used effectively
- Audio Visual setup in required locations for school's assemblies and important events
- Staff Training – New and existing software for new and existing staff

**Development and maintenance of the school's web site, Intranet and digital signage**

- Uploading content for the web site.
- Removing out of date material from the web site
- Supporting staff who wish to contribute material to the web site.
- Website event booking forms
- Digital Signage – Design and maintain content for our digital display screens.

**Marketing and Publications**

- Supporting the Reprographics & Marketing officer in design work and production of school marketing and other publications.

**Expectations and Obligations**

- Follow Health and Safety requirements and initiatives as directed.
- Ensure compliance with the General Data Protection Regulations.
- At all times operate within the Trust's Equality policies.
- Commitment and contribution to improving standards for pupils as appropriate.
- Contribute to the maintenance of a caring and stimulating environment for young people.
- The Trust is committed to safeguarding and promoting the welfare of children and young people and we expect all staff to share this commitment.

**Personal Attributes and skills**

- A commitment to the vision, values and ethos of the Academy and the Trust
- Excellent ICT technical skills are essential
- Experience of supporting IT users in schools would be highly desirable
- Flexible, adaptable with a 'can do' approach
- Energy and clear sense of purpose
- Able to work in a highly reactive environment
- Ability to communicate clearly and assertively
- Strong attention to detail
- Calm, patient and unflappable under pressure
- A considerate and supportive team player
- Resilient
- The ability to work independently on projects and within a small team
- Friendly and approachable
- A sense of fun

The Post holder will be expected to travel to other sites on occasions and to work outside of normal office hours occasionally to support ICT set up to support school events

Agreed By .....  
Job Holder

Approved By .....  
Manager

Date.....

