NORTHFLEET SCHOOL FOR GIRLS

JOB DESCRIPTION

**Post:** IT and E-Learning Technician

**Reporting To:** E-Learning and ICT Systems Manager

**Post Level & Grade:** Kent Range 6

 37 hours per week / 52 weeks per year

Monday to Thursday 8.00am to 4.00pm

 Friday 8.00am to 3.30pm

**Purpose:**

To support the smooth running and effective use of IT and E-Learning through the following areas;

* Providing hardware and software support, including infrastructure/server and student/staff devices.
* Providing development support for new systems and devices including the implementation of projects
* Providing support for external projects, including Primary school contracts

**Main Duties:**

**Hardware and software support**

* Responding to help desk requests for hardware and software support across the range of school equipment, including desktops, laptops and server infrastructure
* Proactively identifying where additional hardware or software support may be required and action as appropriate.
* Ensure all help desk and other tracking software is kept fully up to date for monitoring and efficiency purposes
* Liaising with external agencies (including insurance and ADP contracts) on repairs and claims – ensuring as far as possible a swift and effective resolution
* Liaising with staff, students and parents as appropriate on resolution of their issues
* Supporting the E-Learning and ICT Systems Manager with server infrastructure maintenance and development
* Supporting with other minor IT related queries such as password changes and simple training requests

**Development support for new systems**

* Work with the E-Learning and ICT Systems Manager in the design, planning and implementation of any new systems as requested, both classroom and infrastructure
* Support in the development and implementation of any other new technologies, including student devices, AV, and admin systems
* Support in the development and rollout of student E-Learning laptop schemes

**Support for external contracts**

* Undertake support in additional local establishments (Primary Schools) as requested and in line with agreed contracts
* Liaise with the E-Learning and ICT Systems Manager on any issues
* Support in the development of provision within these external contracts, including implementing new systems
* Provide an efficient, friendly and professional service in the above

**Other duties**

* Taking responsibility for, attending and participating in open evenings and school events which promote the school.
* Attend regular meetings with the ICT team so that all are efficient and effective in their roles
* Implementing the policies relevant to the disposal of assets, storing of sensitive data/personal information in protection of any claim or liability to the school
* To undertake any other duties that the Headteacher may reasonably request.
* Being aware of the responsibilities for Health and Safety of all within the school

**Knowledge, Skills & Personal Qualities:**

|  |  |
| --- | --- |
| **Essential** | **Desirable** |
| Strong understanding of IT systems/usage and a willingness to further develop  | Experience in key software packages used within the school  |
| Ability to work well as part of a team and take a lead where required  | Experience of delivering training, especially with teachers  |
| Ability to innovate and see potential in future solutions  | Experience of active directory and managing users  |
| Ability to strategically plan, including good organisational skills | Experience of managing the MS Office 365 environment.  |
| Ability to relate well to adults and young people  |  |
| Sense of humour  |  |
| Willingness to adapt hours and working patterns where reasonably expected |  |

**Personal Qualities:**

1. To be a good role model for behaviours and attitudes with a sense of humour and empathy for children.
2. To be able to encourage independence of self; consider support and contribution of others both as people, groups, communities and environments.
3. Awareness of the responsibilities for safeguarding students in their learning environment.
4. An ability to assess how your work contributes to the whole school picture.

**Note:**

* The above responsibilities are subject to the standards, general duties and responsibilities contained in the statement of Conditions of Employment, having due regard to the requirements of the curriculum, the school’s aims, objectives and schemes of work and any policies of the Governing Body.
* This job description is not necessarily a comprehensive definition of the post. It will be reviewed and may be subject to modification or amendment at any time after consultation with the post holder.

**Organisation:**

Headteacher

 ↓

E-Learning & ICT Systems Manager

↓

IT and E-Learning Technician

Signed (Postholder): Date:

Headteacher: Date: