



Job Description

Job Title:	ICT Technician
Grade:	3 (Support Staff Pay scale)
Salary:	£18,933 - £20,092
Employment Status:	Permanent
Working hours:	37 per week
Working weeks:	All-year-round
Responsible to:	Strategic Network Manager Curriculum Network Manager

Core Purpose

- Under direction of the Trust Strategic Network Manager and working as part of the Trust ICT team to support, develop and maintain the ICT infrastructure ensuring the provision of high-quality ICT services to all schools, staff and students.
- To support staff and students in the appropriate use of ICT and ensure availability of ICT systems.
- To assist other members of the ICT team in the delivery of ICT services and provide cover for team members as required.

Responsibilities

- To provide first line technical support for users of school ICT systems and equipment.
- To operate the ICT help desk system, ensuring all service requests are accurately and promptly logged whether reported in person, by telephone, email or other method.
- To ensure support tickets are kept fully up to date with actions taken to resolve issues, escalate ICT service requests to appropriate colleagues within the ICT team, and monitor the progress of tickets.
- To diagnose, detect and resolve a wide range of PC, laptop, tablet, printer, peripheral, network and software faults.
- To install and configure software applications, operating systems and updates.
- To Install and configure ICT equipment as directed by senior colleagues.
- To perform routine maintenance tasks on ICT systems and equipment, including the imaging of devices to ensure operating systems are up to date and secure.
- To assist with the provision of portable equipment such as laptops and projectors.
- To provide cover for ICT team members as required, and assist senior colleagues with the resolution of service requests and technical projects.

- To assist in the installation, administration, monitoring, maintenance, support and development of the school's network infrastructure. This includes (but is not limited to) switches, routers, cabling, remote access, internet access, web filter, email filter, firewall, wireless, video conferencing and security.
- Using the Trust Asset management system to maintain accurate and up to date records of ICT hardware and ensure accurate stock control and record keeping.
- Using the Trust asset management system to maintain a library of ICT software and for maintaining accurate and up to date records of software licenses, ensuring all software is legal.
- To install, administrate, maintain and support school ICT systems and applications as directed by senior colleagues. This includes (but is not limited to) servers, management information systems (e.g. SIMS, 4Matrix, etc.), email, anti-virus, and cloud-based systems.
- To update the Trust's websites' content and support in development of new content / structure when necessary, working with the Strategic Network Manager and Curriculum Network Manager for current and accurate information.
- To assist with ensuring the security and integrity of school data by controlling system and network security permissions and passwords for all users.
- To provide technical training and guidance to staff and students
- To evaluate new systems and equipment, and advise on compatibility with other school systems and obtain competitive quotes.
- To undertake ICT projects as directed by senior colleagues.
- To support fellow members of the ICT team in the fulfilment of their duties, and provide cover as required.
- Comply with all departmental and school policies and procedures.
- Any other duties that are within the spirit and the scope of the job purpose and its grading, as directed by line management.

Other Responsibilities

- Participate in professional development opportunities with a willingness to develop additional skills and expertise
- Contribute to the overall ethos and aims of the trust
- To promote and prioritise the safeguarding of all pupils and students
- To undertake any other duties and any reasonable instructions as requested by the Strategic Network Manager and Curriculum Network Manager

Review

It is the practice of the trust to periodically examine employees' job descriptions and to update them to ensure that they relate to jobs as they are being performed, or to incorporate whatever changes are being proposed. It is the school's aim to reach agreement on any alterations.

Person Specification

Training and Qualifications	Essential (E) Desirable (D)
Relevant Microsoft Certifications	D
Willingness and ability to obtain and/or enhance qualifications and training for the post	E
5 GCSE's including English and Maths	E
Experience	E/D
Experience of supporting a Microsoft environment, including but not limited to Active Directory, SCCM, Office 365, Teams, Intune, and Azure	E
Experience of using a range of ICT Systems	E
Experience of solving a range of ICT related problems	E
Experience of working within a school environment	D
Experience of using Microsoft Office Packages	E
Experience with MIS systems and maintaining and updating websites	D
Experience of delivering customer focused ICT Services	D
Skills and Knowledge	E/D
Excellent written and verbal communication skills, with the ability to communicate clearly and accurately	E
Strong technical understanding of ICT systems	E
Up to date knowledge of developments within ICT and equipment, hardware and software applications	E
Efficient and effective organisational skills	E
Ability to respond professionally as circumstances dictate	E
Problem solving skills	E
Self-motivated to complete required duties	E
Ability to work effectively as part of a team	E

Personal Qualities	E/D
Approachable Organised, consistent and committed	E
Punctual, flexible approach and strong work ethic	E
Positive, approachable and enthusiastic	E
Positive approach to own continuous personal professional development and training	E
Core Competencies	E/D
A strong commitment to the Trust values and ethos	E
Conscientiously adheres to Trust policies and procedures	E
To promote and prioritise the safeguarding of all pupils and students	E