



## Job Description

<b>Post Title:</b>	<b>ICT Technician</b>
<b>Reporting To:</b>	IT Manager
<b>Salary:</b>	G5
<b>Workstyle:</b>	full time, 37 hours per week; available to work between 08.00 – 18.00 Monday to Friday

### Overall purpose of the post

- To provide first-line IT support across the school to ensure that the IT functions of staff and pupils are not hindered by software or hardware issues. This will involve the general maintenance of defined computer equipment and peripherals and the resolution of identified general technical problems.
- To promote the effective and safe use of ICT across the curriculum and administrative/support areas as required.
- To assist the IT Support team in the deployment of computer hardware around the school

<b>Requirements for the post</b>			
	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Qualifications/ Training</b>	<p>GCSE or equivalent in Maths and English (4 GCSEs in total grade C and above)</p> <p>NVQ Level 2 or equivalent qualification or experience in relevant discipline</p> <p>Willingness to learn independently</p>	<p>NVQ Level 3 or equivalent qualification</p> <p>Full UK driving licence and insurance</p>	<p>Application</p> <p>Application/ Interview/ References</p>
<b>Knowledge</b>	<p>Relevant technical knowledge relating to ICT software, hardware and infrastructure</p> <p>Good working knowledge of relevant polices/codes of practice/legislation (e.g.Data Protection)</p> <p>Excellent fault finding and problem-solving skills</p> <p>Excellent communication skills</p> <p>Ability to manage own workload within parameters set by line manager</p>		<p>Application/ Interview/ References</p> <p>Application/ Interview</p>

	<p>Able to contribute to the effectiveness of the ICT team as a whole</p> <p>Ability to work on own initiative without excessive supervision</p> <p>Ability to relate well and professionally to children and adults</p>		
<b>Experience</b>	<p>Experience of installing, maintenance and repair of ICT equipment</p> <p>Experience of installing software</p> <p>Some experience of diagnosing ICT problems and resolving technical problems</p> <p>Experience of using MS Office applications and Office 365 services</p>	Some experience of working with ICT systems in a large, complex organisation	All - Application/ Interview/ References
<b>Competencies and other skills required</b>	<p>Good verbal and written communication skills</p> <p>Team player</p> <p>Good Numeracy/ literacy skills</p> <p>ICT literate - very good ICT skills</p>		<p>Written - Application/ Interview/ References</p> <p>Rest: Application/ Interview/ References</p>

	<p>Good organisational skills and the ability to work well under pressure to meet deadlines</p> <p>Able to work using own initiative</p> <p>Flexible and able to deal with unanticipated changes</p>		
<b>Physical Skills</b>	<p>Keyboard skills/ ICT equipment maintenance: the ability to respond to requests within timescales and with accuracy to ensure ICT equipment is set up and working correctly.</p> <p>Able to lift/ carry IT equipment and move/ push portable equipment on trolleys</p>		<p>Application/ Interview/ References</p> <p>Application/ Interview/ References</p>

### **Key outcomes / activities:**

- Provide first-line IT support to all stakeholders across the school;
- Maintain and repair PCs, laptops, audio-visual equipment and other peripherals: resolve technical problems when reported in relation to designated school function or area;
- Diagnose problems with hardware and software;
- Configure items of equipment according to manufacturer instructions or procedures;
- When requested, liaise with external suppliers for the repair of equipment under warranty or maintenance contract;
- Proactively maintain / update the school ICT Asset Management System

- Support printer / copier MFP fleet and check and replace printer consumable parts, reporting faults and service requests to the fleet supplier;
- Reporting of faults to equipment and network system to the IT Manager according to procedures;
- Facilitate student / staff logon by resolving password and access issues;
- To be pro-active in ensuring that all ICT equipment is protected from damage and misuse and to be vigilant in spotting unsafe or dangerous equipment;
- Maintain ICT equipment as directed.
- Assist in the deployment of computer hardware around the school;
- Install new software and up-grades onto desktops;
- Ensure that all ICT equipment is installed and operated safely, any equipment that is deemed to be unsafe being removed from use;
- Update IT Support knowledge-base as required;

Other duties commensurate with the grade of the post as directed by the IT Manager, Systems Manager and Headteacher.

## **Safeguarding**

- To uphold and promote the school's child protection and safeguarding policies and procedures and ensure they are adhered to by all staff.
- To promote the safety and wellbeing of students.

## **General Responsibilities**

- Ensuring the delivery of a quality service
- Operating within the policies and frameworks of Kettlethorpe High School
- Maintaining a safe and healthy working environment
- Undertaking any other duties and responsibilities as may be determined
- Undertaking training relevant to the role.
- Maintaining good and coherent records to ensure that information is readily available

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

## **Responsibility for resources:**

Employees (Supervision): None

Financial: None

Physical: Although will assist in the maintenance of ICT equipment the postholder will not have responsibility for the equipment and systems.

Customers and Clients: Generally, the postholder will have some interaction with students in the classroom as directed by the IT Manager.

## **Working conditions:**

The postholder will work around the school site in classrooms, ICT offices etc.

The postholder will be required to adhere to health and safety procedures when using ICT equipment and will be trained accordingly. All equipment is PAT tested.

There is little exposure to any unpleasant or hazardous environmental working conditions.

Any behaviour issues within the classroom will be dealt with by the Teacher or Pupil Liaison Officer.

The postholder will be required to do some lifting/ carrying and pushing/ pulling of trolleys.

Occasionally the postholder may be seated using display screen equipment or be on their feet for prolonged periods.

## **Characteristics of the post:**

The post holder may be required to attend events outside normal school hours as directed by the IT Manager / Area Team Leader.

Employees are encouraged to participate in training activities where they are available and independent learning in order to enhance their own personal development.

The employment checks are required:

- Evidence of entitlement to work in the U.K.
- Evidence of essential qualifications – see page 1 of this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment
- Registration with appropriate bodies (where applicable)

The following employment checks are required for those positions which are based in a school or working with vulnerable young people and adults:

Evidence of a satisfactory safeguarding check e.g. An Enhanced CRB Disclosure

Date completed: October 2018

