



South Tyneside Council

CHILDREN, ADULTS AND HEALTH

JOB DESCRIPTION

POST TITLE: ICT Technician (ICT in Schools Team)

GRADE: Band 5

RESPONSIBLE TO: ICT Technical Manager/Strategic ICT Manager and Individual Head Teachers

KEY AREA OF RESPONSIBILITY

The service offers technical support to all of its schools through a team of technicians. The technicians are timetabled to work in schools. Typically a technician will support a number of schools with a minimum of half a day in each but the team also react to priority items on a needs basis.

MAIN TASKS

- To install, configure and test new ICT equipment and network systems, including hardware, peripherals, and software ensuring that they operate to a maximum potential.
- To respond to any logged issues concerning network, hardware, software and peripherals.
- Monitor system performance.
- Diagnose and resolve network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades as required.
- Liaise with appropriate outside agencies when required.
- To build and maintain good client relationships with school staff.
- Liaise with Technical Manager as appropriate over upgrades or procurement requirements
- To be responsible for ensuring anti-virus solution is deployed to all client machines.
- To be responsible for ensuring that e-safety and monitoring solutions are up to date and are being deployed to all appropriate machines.
- To ensure that defined routine maintenance tasks are carried out regularly and appropriate records are kept up to date.
- To ensure all hardware assets are recorded on appropriate record sheets when items are disposed of or new items are purchased.
- Carry out regular backups of the school systems and check regularly that such backups can be restored.
- Installing software updates when required.
- To provide technical support and assistance within the classroom environment when required.
- To work with CLC Administrator and Administration Support to develop, and monitor, the effectiveness of the help desk solution / fault recording system.

- To promote and safeguard the welfare of the children and young people and ensure that e-safety is a fundamental element of any services delivered to users.
- To assist with any project work undertaken by the ICT in Schools Team as required.

South Tyneside Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Successful applicants will be required to produce an Enhanced Certificate of Disclosure from the Disclosure and Barring Service.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: MJH/CL

Date: 20.02.18