



ST Thomas More Catholic High School

ROLE DESCRIPTION

Job title & Grade	ICT Technician/ Field Engineer (Curriculum Resource Support Level 3 – ICT) Grade 6 NJC SCP12-15 (currently £22,183 to £23,541)
Accountability	Responsible to the ICT Network Manager (in liaison with the Director of Support Services)
Hours	Full time 37 hours per week worked over 5 days, Monday to Friday. The school reserves the right to call upon the postholder to carry out duties for up to an additional 8 days per year.
Annual Leave	24 days rising to 28 after 5 years service 8 Bank Holidays, 2 week Christmas closure accrued over the year through working additional 1hr 10 mins each week (on top of 37 hours).
Probationary Period	6 months from date of appointment
Job Purpose	Under the guidance of the Network Manager provide specialist ICT support including preparation and maintenance of resources to support staff and pupils. The postholder will be based in St Thomas More but will as part of the team provide support to other schools wider Bishop Bewick Catholic Education Trust.
Main Duties	<p>Participate in all areas of the maintenance and development of ICT Services</p> <p>Provide assistance and support to pupils and staff for ICT matters</p> <p>Maintain of asset records of resources</p> <p>Ensure the health and safety within the department</p> <p>Carry out routine tests of equipment as required.</p> <p>Provide general Desktop & Cloud systems support (user management)</p> <p>Monitor and manage stock and supplies.</p> <p>Provide ICT Support services to 6 Primary schools and developing their provision along with the Network Manager</p> <p>Deliver ICT helpdesk role - answer phone/in person/emails and log details into helpdesk system</p> <p>Support and assist with the usage of a range of AV equipment</p> <p>Strip down and decommissioning of hardware for recycling</p> <p>Be an active member of the department in testing and implementing new solutions and services</p> <p>Deputise for the ICT Network Manager when required</p> <p>Specialise in the deployment of managed desktop services</p> <p>Monitor and respond to security incidents</p> <p>Support the development and management of mobile ICT services including MDM systems and Chrome device management</p> <p>Provide and update user documentation</p> <p>Manage routine maintenance of the network services and user accounts</p> <p>Plan and instigate regular PAT Testing of ICT equipment</p> <p>Preparation and installation of a range of new/refurbished IT equipment</p> <p>Demonstrate & assist others in safe & effective use of IT equipment.</p>
General	<p>Contribute to the effective working of the department.</p> <p>Participate in team meetings and identify training and development needs in conjunction with the ICT Network Manager.</p> <p>The list of duties (main and additional) is not exhaustive and may be subject to other duties commensurate with the role.</p>
Trade Union Membership	St Thomas More recognises and works with a variety of trade unions. The postholder is entitled to join any trade union
Confidentiality	All employees are required to maintain confidentiality regarding any information about finance, students and employees.
DBS Checks	The post holder must be committed to safeguarding & promoting the welfare of children & young people. This post is required to undertake a DBS check
Role Description	This role description is subject to review and change from time to time

PERSON SPECIFICATION

POST: ICT Technician/ Field Engineer

Applications will be assessed on the basis of this specification.

Criteria are deemed either Essential (E), or Desirable (D)

Criteria will be assessed from the application form (A) and/or at interview (I) as indicated.

Area	Criteria	E	D	
Skills/ Knowledge/ Aptitudes	Technical knowledge and use of ICT	✓		A/I
	Use of relevant equipment/resources	✓		A/I
	Knowledge of relevant policies/codes of practice and awareness of relevant legislation	✓		A/I
	Ability to identify own training and development needs and co-operate with means to address these	✓		A/I
	Ability to work accurately and without error	✓		A/I
	Able to receive queries from clients regarding ICT and record these succinctly and accurately using established data systems	✓		A/I
	Ability to relate well to children and adults in a customer facing role	✓		A/I
Experience	Experience working in a similar ICT based environment		✓	A/I
	Experience of working successfully independently, but also as part of a team	✓		A/I
Qualifications and Training	NVQ 3 or equivalent qualification or experience in relevant discipline	✓		A
	Good numeracy/literacy skills/ICT skills	✓		A
	Hold Full driving licence and use of own car for travel to other schools	✓		A
Disposition	Friendly disposition and a positive and confident approach	✓		I
	A 'hands-on' approach to work and the ability to be flexible to cover absences	✓		I
	Adopt a positive "can do" approach to all tasks assigned.	✓		I
	Desire to achieve continuous improvement personally and for the school	✓		A/I
	Understanding of and commitment to the aims and values of the school	✓		A/I