

JOB DESCRIPTION

Department: ICT Support		
Job Title: ICT Technician		Band 6
Responsible to: Trust ICT Manager		Date: Aug. 2022
<p>Purpose of job:</p> <p>To monitor and maintain the Trust's ICT systems. To work with teachers and students to support the use of technology in the classroom. To assist with installing new and upgraded ICT systems as required and to ensure the integrity of the Trust's ICT system is maintained.</p>		
<p>Duties and responsibilities:</p> <p>Accountable for</p> <ul style="list-style-type: none"> • The reliable provision of Trust ICT systems • Ensuring a resilient platform is available for Trust's ICT systems and that backup systems are in place • Resolving support issues • Supporting school assemblies and other events <p>Core Responsibilities:</p> <ul style="list-style-type: none"> • Provide technical advice in support of the resolution of ICT incidents • Work with the Senior ICT Technician/ ICT Manager to ensure escalated ICT issues are resolved • Work with the Senior ICT Technician/ ICT Manager in implementing ICT systems • Document the setup and configuration of all school ICT systems and ensure operating procedures are in place • Develop proactive procedures to ensure the smooth running of ICT systems • Monitor and maintain ICT systems and undertake action to ensure consistent delivery of ICT services • Resolve ICT incidents in a structured way using a Service Desk tool • Ensure ICT changes are delivered in a structured way • Advise on system enhancements and make recommendations for improvements or replacements • Liaise with 3rd party suppliers to ensure a resolution of ICT incidents, as required • Support the deployment of school systems as required • Provide advice and guidance on the use of ICT systems • Ensure ICT documentation is kept up to date and record any changes to ICT systems • Ensure robust data backup systems are in place and undertake periodic testing of the systems • Assist in the selection, testing and acquisition of computer hardware, software and 3rd party application packages • Ensure that school policies are implemented, and systems are in place to monitor and manage compliance. • Ensure school policies and procedures are followed to maintain fully operational, robust and secure ICT systems 		

- Work flexibly across Trust schools, as required, in support of the duties of the role with occasional weekend work
- Decide when to escalate service issues and what solution to apply in resolution of incidents

The key responsibilities are not exhaustive and highlight a number of major tasks relevant to the post. The post holder may be required to undertake additional duties which might reasonably be expected and which form part of the function of the post. This post and its associated role will be subject to review on an annual basis, or:

- ***As a result of a change in Strategic management.***
- ***As a result of significant changes in operational requirements.***
- ***As a result of agreed staff development/career review needs/objectives.***
- ***Within six months of appointment.***

General:

- Co-ordinate and communicate with all other departments, colleagues and senior staff to ensure an effective and efficient delivery of the ICT service.
- Being aware of and following all school policies and procedures, in particular policies related to the use of ICT equipment and sites.
- Being aware of confidential issues linked to home/pupil/teacher/school/Trust work and to keep confidences as appropriate.
- Maintaining the Trust/school website(s) and ensuring that information is accessible and up to date.
- Ensure that all staff, parents and pupils are using Office 365 effectively.
- To safeguard and promote the welfare of children for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
- The post holder must carry out his/her duties with full regard to the Trust's Equal Opportunities and Racial Equality Policies in the terms of employment and service delivery to ensure that colleagues are treated and services delivered in a fair and consistent manner.
- To comply with health and safety policy and systems, report any incidents/accidents/hazards and take pro-active approach to health and safety matters in order to protect both yourself and others.
- Carry out other appropriate duties as required.

PERSON SPECIFICATION

Department: ICT Support		
Job Title: ICT Technician		
	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Proven experience of delivering customer focused ICT services • A strong technical understanding of ICT systems • Experience of diagnosing and resolving technical errors • Experience of providing advice and guidance to users in their use of ICT equipment • Experience of devising system procedures and policies • Experience of working with a service desk tool 	<ul style="list-style-type: none"> • Experience of working in education • Experience of implementing Apple Computer technology in an educational environment • Experience in Project management • Proven experience of server and network infrastructure
Skills, knowledge and abilities	<ul style="list-style-type: none"> • Strong educational focus • Attention to detail • Excellent communicator • Customer focused • Excellent oral and written communication skills • Excellent negotiating and influencing skills. • Analysis skills • Strong verbal reasoning ability • Understanding the latest trends in ICT • ICT Service Delivery management processes and procedures • In depth knowledge of ICT technologies • Experience of Microsoft operating systems • Using a service desk tool in support of the provision of ICT services 	<ul style="list-style-type: none"> • Knowledge of school MIS
Education/ Training	<ul style="list-style-type: none"> • MTA or equivalent • A level Qualification 	<ul style="list-style-type: none"> • MCSA • Degree level qualification or equivalent • Apple Computers certification • ITIL foundation certificate
Personal attributes	<ul style="list-style-type: none"> • Able to work on own initiative • Able to deal with pressurised situations in a calm and caring way • Ability to search for solutions in a logical way to often complex scenarios • Ability to form and maintain appropriate relationships and personal boundaries with children. 	<ul style="list-style-type: none"> • Full UK driving licence/available transport

- Enhanced DBS and disqualification disclosure
- Motivation to work with children.