



Stepney All Saints School

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Headteacher: Mr P Woods

ICT Technician Job Description

Role title	ICT Technician
Purpose of role	To assist the Network Manager in providing a quality service to the school, staff and students.
Working hours	35 hours per week for 41 weeks per year (term-time only position)
Line Manager	Network Manager
Grade of Post	Scale 4 point 7-10 (£24,705- £26,064 pro rata)

PURPOSE OF POST

To assist the Network Manager in providing a quality service to the school, its staff and its students.

To be responsible for the management, maintenance and the development of all ICT equipment and the provision of technical advice and support for ICT curriculum related activities together with in house development and support for teaching and learning.

KEY TASKS:

Technical ICT Support

- Installation of software and hardware.
- Secure security code and ensure the safe set up of new equipment.
- Set up equipment such as laptops, data projectors, interactive whiteboards, sounds systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
- Deliver hardware and resources to work areas and classrooms as required.
- Assist in creating a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs of user training.

Server & Network Support

- Perform basic diagnostic routines.
- Work to and give guidance to others on the ICT acceptable use policy.
- Perform checks to ensure that broadband connectivity is maintained.

Maintenance

- Develop a maintenance schedule for all computer hardware, software and networks and ensure that it is followed.
- Manage the structure of the school intranet and internal systems and contribute to their development of other e-learning solutions in line with BECTA guidance.

- Support the implementation of MIS solutions as required.
- Detect, diagnose and resolve most PC, printer and peripheral device faults.
- Maintain electronic mail accounts and implement where appropriate.
- Ensure school policy on staff and pupil access to data and files is implemented.
- Provide advice, guidance and assistance to teachers, pupils and other members of staff on developing their use of ICT in school.
- Identify software, hardware and working practices required to fulfil the functional specification as defined by school staff.
- Assist in planning and implementing changes to elements of the ICT service as required.
- Take overall responsibility for the promotion and observation of a safe working environment in the specialist work area including risk assessments, review of safety procedures and distribution of safety information for all personnel using specialist work areas – including cleaners, where appropriate.
- Ensure routine safety checks are carried out and appropriate records maintained.
- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

Administration and Supervision

- Maintain an up to date inventory of ICT software and licenses in school.
- Be responsible for an efficient stock control system and associated record. Order equipment and supplies to secure best value for goods and services.
- Receive and check deliveries and associated invoices, notify the appropriate person of discrepancies.
- Support the full range on financial planning for ICT, including purchases of larger items and help to estimate future budget requirements.
- Provide management information as required.
- Investigate examinations and tests on equipment as required.

Standard Duties

- To actively promote the equalities and diversity agenda in the workplace and in service delivery.
- To be familiar with customers care, data protection and health and safety policies and raise awareness amongst staff and pupils.
- To improve one's own practice through training observations, discussion with colleagues and performance management.
- To keep abreast of current hardware and software development and provide advice on the best product for a given task.
- To attend and participate in meetings within the school as required.
- To work flexibly and undertake other duties of an equivalent nature that may be required by the head of the department from time to time.

All support staff are expected to:

- Support the school values and ethos
- Follow school policies, practices and procedures
- Participate in the annual appraisal system

- Support equal opportunities measures and promote anti-discriminatory practice
- Support safeguarding and child protection measures and promote the welfare of students
- Undertake any other reasonable duties commensurate with the role and grade as determined by the Headteacher or line manager.

Sometimes support staff may be required to work beyond the usual hours e.g. to support at parents' evenings or other school events. Time Off In Lieu is available in such circumstances.

This job description is not prescriptive. If the needs of the school change, the job description may be revised or amended at any time following appropriate consultation with the post holder.

Name of employee:	Signature:	Date:
Name of line-manager:	Signature:	Date:



PERSON SPECIFICATION – ICT TECHNICIAN

QUALIFICATIONS	ESSENTIAL A: application I: interview	DESIRABLE A: application I: interview
Educated to GCSE level (Grades A-C in English and Maths) or equivalent	A	
Good working knowledge of Microsoft Desktop operating systems and applications	A	
Level 3 or higher qualification in ICT/IT/Computing/IT Technical support		A
KEY SKILLS AND EXPERIENCE		
Good knowledge/understanding of TCP/IP, DNS and DHCP;	A/I	
Working knowledge of 'Windows' based desktop and server operating systems;	A/I	
Knowledge of School Management Systems (SIM's)		A/I
Excellent problem-solving and resolution abilities on a wide range of software, hardware and network issues;	A/I	
Ability to carry and set-up IT equipment between sites.	A/I	
Previous experience of working in a school environment		A
Full understanding of Data Protection Act and knowledge of the updated GDPR, Freedom of Information Act 2000 and Information Governance	A/I	
Basic awareness of safeguarding children/child protection legislation	A/I	
PERSONAL QUALITIES		
Excellent interpersonal and communication skills with all stakeholders	I	
Ability to work well on own initiative and as part of a team	A/I	
A high level of organisational skills and the ability to prioritise workload to meet deadlines	A/I	
Committed to continued, professional development.	I	
Sense of humour	I	