

IT Technician Job Description



Front line support. 37 Hours per week. Full year (some occasional evening work required).

Post Title: ICT Technician

Responsible to: ICT Systems Manager

Grade: RT4 (£16,781 - £17,072)

Main Purpose: To work as part of the IT support team assisting with the development and management of the school's computer networks. Work will also include supporting any other support contracts in place

Specifics:

- Act as First Line support for end users, troubleshooting IT faults and ensuring all requests are logged, escalating issues to second line support where necessary.
- Ensure systems are kept fully operational which may require evening or weekend work by mutual agreement.
- Carry out routine checks of all end user equipment to ensure faults are fixed quickly.
- Carry out routine maintenance and repair of IT equipment, including retrieval of broken hardware, the replacement of consumables and cleaning.
- Implementation of upgrades of computer software and hardware.
- Maintenance of IT hardware and liaise with IT equipment and hardware suppliers, visiting IT/electrical engineers.
- Support, advise and provide training for subject areas in technical aspects of IT.
- Attend whole school staff meetings and training as appropriate.
- Maintain an up-to-date inventory of school IT hardware, software, facilities and consumables.
- Maintain and develop the school website to ensure consistency and accurate and up to date content
- Have knowledge of and comply with data protection legislation and all school and county policies.
- Ensure high levels of confidentiality are maintained when dealing with data relating to staff and students.
- Monitor use of the network to comply with the school's acceptable usage policy, e.g. websites visited/users' network space or illegal content.
- Ensure all systems are secure and free from viruses and hacking.
- To assist in the setup and maintenance of the school's audio and visual equipment for assemblies and functions

IT Technician Person Specification



	ESSENTIAL	DESIRABLE
Qualification/Training/ Competences	<p>Relevant NVQ 2 or equivalent, or experience in a relevant discipline</p> <p>Good numeracy and literacy skills</p>	Participation in development and training opportunities
Relevant Experience	Providing general technical/ resource support	Experience working in a school-based/education environment
Knowledge	<p>Effective use of ICT</p> <p>Use of relevant equipment/ resources</p> <p>Knowledge of particular subject/technical area</p> <p>Knowledge of relevant policies/codes of practice and awareness of relevant legislation</p>	
Skills	<p>Ability to relate well to children and adults</p> <p>Ability to identify own training and development needs and co-operate with means to address these</p>	
Special Circumstances	Occasional attendance at meetings outside normal hours and occasional evening and weekend work.	Experience in lighting and sound desks.

September 2017