

## Job Description

<b>Post Title:</b>	<b>Senior ICT Technician</b>

<b>Responsible to:</b>	Director of Operations
<b>Liaising with:</b>	Teaching staff, non-teaching staff, SLT, students, Governors and other stakeholders.
<b>Working Time:</b>	25 hours per week, 52 weeks per year
<b>Salary/Grade</b>	NJC Point 11 £27,269
<b>Disclosure Level:</b>	Enhanced

1.	<p><b>Job Purpose:</b></p> <ul style="list-style-type: none"> <li>To develop and maintain the school's IT systems in a way which supports teaching and learning</li> <li>To work within the school's ICT Support Team to provide high quality and professional IT support and technical administration duties</li> <li>Support other members of the ICT Support Team, as well as all school departments, as and when required</li> </ul>
2.	<p><b>Main duties and responsibilities:</b></p> <ul style="list-style-type: none"> <li>To maintain school ICT equipment and systems; servicing, assembling equipment, carrying out routine repairs ensuring that they are in working order and safe to use.</li> <li>To assist with managing and maintaining the school's information and communications network infrastructure, including desktop and laptop computers, servers, digital projectors and telephone systems.</li> <li>To install and configure new equipment and software</li> <li>To assist with developing and maintaining the school's IT data systems including upgrades and registers of licensed software</li> <li>To record, monitor and re-order IT consumable stock as necessary, liaise with suppliers and the finance department regarding raising orders as required</li> </ul>

	<ul style="list-style-type: none"> <li>• To provide technical advice to teachers, support staff, students and other technicians.</li> <li>• To provide guidance to staff and students within the school on correct and appropriate use of the equipment and assist with training of staff within school as required</li> <li>• To maintain records of ICT equipment breakages.</li> <li>• To ensure availability of resources as necessary for curriculum delivery; setting up, checking and returning equipment and consumables from classroom back to storage.</li> <li>• To assist in pre-class preparation for lessons, displays and exercises.</li> <li>• Liaison with suppliers and third-party support providers</li> <li>• To maintain asset register of ICT equipment, ensuring the correct recording and regular disposal of assets</li> <li>• To ensure the ICT Office is kept tidy by clearing desks and switching off or locking computers at the end of the day</li> <li>• Logging and processing of support calls in line with school policy</li> <li>• Carry out technical administrative tasks including the management of user accounts and access rights, ensuring that anti-virus systems are up-to-date and Windows updates are applying, monitor backups and resolve any issues which are identified.</li> <li>• Microsoft 365 Tenant administration</li> <li>• Ensure documentation of all systems is accurate and kept up-to-date</li> <li>• To undertake such other tasks as appropriate to the post of IT Technician</li> </ul> <p><b>General Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Contribute to team effectiveness and environment, including knowledge sharing and areas of expertise</li> <li>• Ability to handle users in a professional manner, both over the phone and in person</li> <li>• Work in a tidy manner to ensure the working environment is safe and pleasant for all</li> <li>• Be aware and advise the line manager of Health and Safety issues that may arise, have knowledge of and be able to implement safe working practices</li> <li>• Keep up to date with new technology, advising and recommending where appropriate</li> <li>• Ensuring that all elements are accurately recorded in jobs, to enable anyone to understand current situation and feedback to users if required</li> </ul>
3.	<p><b>Management of People:</b></p> <p>None</p>
4.	<p><b>Contacts and relationships:</b></p> <p>The post holder will have daily contact with the Director of Operations, Headteacher, SLT, staff, students, and other stakeholders.</p>
5.	<p><b>Decisions, Creativity and Innovation:</b></p> <p><b>Decisions:</b> Work will be carried out within policies and procedures and primarily without reference to others. Key decisions are made in line with established alternatives and in consultation with the Director of Operations.</p> <p><b>Creativity and Innovation:</b> Creativity and Innovation will be required when responding to issues/problems occasioned by the duties detailed above. The ability to recognise and react in a timely manner is essential. Creativity may be used for example to carry out minor repairs of equipment.</p>

7.	<p><b>Work Environment:</b></p> <ul style="list-style-type: none"> <li>a) <b>Work Demands:</b> The post holder's routine will be varied and subject to interruption. The post holder may need to alter arrangements to meet new situations or deadlines</li> <li>b) <b>Physical Demands:</b> Moving and handling equipment and resources. Regular bending, moving in awkward positions for example when connecting cables.</li> <li>c) <b>Working Conditions:</b> Work is carried out indoors in a ventilated, well heated, well lit environment. The postholder may be exposed to the noise levels associated with a classroom and/or working environment.</li> <li>• <b>Work Context:</b> Required to work with some chemicals and cleaning materials. The post holder may have limited exposure to abuse\aggression from pupils, parents/carers and suppliers.</li> </ul>
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The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties from time-to-time within the general scope of the post. There will be occasions where the working day will need to be extended or evening meetings will need to be attended.

**All school staff have a responsibility to safeguard and promote the welfare of children and young people within the school.**