

Job Title	ICT Technician
Pay Grade/scale	LBR 5, points 22-25 (£22,956 - £25,000)
Actual salary pro-rata:	£19,512 - £21,250 (actual salary)
Core Hours/weeks	35 hours per week, 47.26 weeks (Term Time plus 3 weeks)
Location	Trust Central Team
Responsible to	Trust Business Lead (TBL)

Job Purpose

To work closely with the Trust Business Lead (TBL) and other senior leaders to ensure the smooth running and development of ICT across the Trust.

To provide specialist and technical support in ICT across the Trust's schools, including the preparation and maintenance of ICT resources and to train and support staff.

To ensure that the Trust's IT infrastructure, hardware and software is managed well and the standard of the ICT learning facilities is high.

Duties and Responsibilities:

Network/Systems Infrastructure and Maintenance

- To manage and provide ICT technical support and advice service as required across the Trust and its schools.
- To manage the performance of and monitor all ICT resources.
- To keep abreast of developments with technology and communication solutions to keep the school running efficiently.
- To be the main point of contact and work in liaison with the Trust's external ICT network support service and to oversee agreed work which is carried out.
- Take responsibility of all areas of ICT security and compliance within the Trusts network. Co-ordinate a plan for security updates and informing staff of critical updates.
- To be responsible for creating/maintaining pupil and staff network and email accounts. Ensuring that the correct network permissions are in place for users on induction and revoked efficiently on exit.
- To recommend and support staff in the use of appropriate hardware, software and network solutions throughout the school, to meet curriculum and administrative needs.
- To be responsible for a regular maintenance programme and resolving failures in hardware and software, checking for quality/safety and ensuring appropriate "housekeeping" tasks are implemented.
- Using the maintenance and issue reporting software, manage the efficient response to maintenance and condition issues, working to keep the schools ICT running efficiently.
- To be responsible for the ICT hardware auditing and online inventory and the logging/organisation of software licences, ensuring that all IT equipment is security tagged.
- To oversee all aspects of the school's network and Wi-Fi provision and notify the Headteacher of any concerns and areas for development.
- To be responsible for the backup systems and disaster recovery protocols for the ICT systems.
- To work within the framework of Data Protection Act and new General Data Protection Regulations and lead the whole Trust to correctly store and secure highly sensitive electronic data on the Trust network.
- To be a nominated contact for the Trust ICT systems.
- Assist with the development, support and maintenance of the school's website.

Supervision and Management

- As a member of the ICT Team, to support the Trust in identifying, leading and managing the development of new IT systems, networks, equipment and applications to ensure the curricular and management needs of its schools will be continually met.
- To supervise and monitor the work of a part time ICT technician/apprentice (no post in place at present) in the Trust including training.
- To manage the ICT technology and consumables budgets in-line with the schools finance and procurement procedures. Achieve best value and obtain formal quotes and placing orders as appropriate.
- To manage the school's stock of ICT consumables (printer toner/ink, batteries etc.)

- To assist with identifying, planning, costing and procurement of quotes for all future developments and upgrades to the Trust's network and infrastructure.
- To support the e-safety officer to develop, implement and monitor the schools practices for data protection, internet use, e-mail and security.

Pupil/Teacher/Curriculum Support

- To train staff on a wide range of software and hardware used in the school.
- To ensure timely preparation and use of specialist equipment, resources and materials.
- To assist with setting up and packing away of ICT equipment for assemblies, training and celebration events where necessary.
- To contribute to planning, development and organisation of system/procedures/policies in relation to ICT.
- To be aware of and support difference and ensure pupils have access to opportunities to learn and develop. To demonstrate an understanding of and a commitment to equal opportunities and diversity.
- To assist the teachers to have knowledge and understanding of the ICT learning activities.
- To be fully versed in the latest ICT developments in education and to advise upon their suitability.

General Requirements

- To ensure the preparation and maintenance of documentations, manuals and user notes for ICT.
- To produce audits and reports on ICT use and costs to demonstrate best value in provision of products and services.
- To create and maintain a purposeful, orderly and productive working environment.

Duties and responsibilities of the post may change over time as requirements and circumstances change. The above mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other duties as may be required by the line manager that are broadly within the grading level of the post and the competence of the post holder.

Other Responsibilities

- The Trust is committed to Safe Guarding and promoting the welfare of children and young people and expects all its employees and volunteers to share this commitment.
- Promote the vision, and contribute to the overall aims and values of the Trust and the schools within it and in so doing, support its leadership.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be responsible for ensuring that personal and sensitive data processed within the Trust and its schools is treated with confidentiality and kept secure and in line with Data Protection guidance including the new General Data Protection Regulations.
- Appreciate and support the role of other colleagues and professionals.
- Be responsible for own health and safety, as well as that of colleagues, pupils and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defects and hazards to management.
- Be aware of and support difference and ensure equal opportunities for all.
- Establish constructive relationships and treat all users of the academy buildings and communities with courtesy and consideration.
- Participate in performance development, training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Present a professional and friendly disposition and personal image contributing to a welcoming environment.

Person Specification

Education and Qualifications:

- Educated to Level 4 or equivalent qualification – (Essential)
- Formal ICT training or qualification – (Desirable)

Knowledge and Key Skills

- Significant experience of using ICT in educational setting and of providing ICT support to others – (Essential)
- Be able to relate well to children and adults – (Essential)
- Excellent working knowledge of ICT systems – (Essential)
- Excellent ICT skills and ability to carry out advanced technical tasks - (Essential)
- Have very good communication skills and the ability to communicate effectively and accurately in oral and written form – (Essential)
- Able to work effectively in a demanding environment – (Essential)
- Be highly organised and be able to manage own work load – (Essential)
- Able to work constructively as part of a team, understanding school roles and responsibilities and your own position within these – (Essential)
- Ability to provide support to others – (Essential)

Other Requirements – all Essential

- To have an up to date Enhanced DBS disclosure
- Ability and means to travel between the academies and on trust business on a regular basis (car mileage incurred will be reimbursed in accordance with the schools procedures)
- Present a professional and friendly disposition