JOB DESCRIPTION

POST:	**ICT Technician**
HOURS:	**36 per week**
NO. OF WEEKS:	**48 per year**
RESPONSIBLE TO:	**Assistant Headteacher – CPD/Training & IT**
LINE MANAGER:	**Network Manager**

Duties

- To support the Network Manager in the day to day running of the academy's network

- To implement procedures and provide technical support

- Cover for Network Manager in their absence

- Ensure routine safety checks, including electrical tests, 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.

- To assist staff in solving any problems with using the academy's network and to liaise with the Network Manager and external agencies/companies as necessary.

- Maintain common hardware found in the academy; install applications and trouble-shoot problems.

- Maintain, upgrade and repair a wide range of PCs, laptops, interactive boards, TVs and peripherals; install complete applications.

- Detect, diagnose and resolve most PC, printer and peripheral device faults.

- Provide advice, guidance and assistance to teachers, students and other members of staff on developing their use of ICT.

- To support academy events (e.g. assembly) with technical support

- Support the implementation of MIS solutions as required

- Providing technical support for the whole academy to ensure efficient day to day running of the computers. This will include providing training to staff.

- Maintain an up-to-date inventory of ICT software and licences in the academy.

- Be responsible for an efficient stock control system and associated records. 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 of financial planning for ICT, including purchase of larger items and help to estimate future budget requirements.

- Provide management information as required.

- Installing/deploying software where appropriate.

- Helping to maintain the academy asset management system.

- Assisting in the development of intranet/ internet sites and the VLE/portal.

- To keep updated of any changes / developments in the above areas to ensure that the service area is run in an effective and efficient manner – making recommendations for future development within the academy.

- 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

- To maintain high standards of professional behaviour and presentation.

- To take responsibility for Health & Safety in the post holder's area of work.

- Be aware of and support difference and ensure equal opportunities for all

- Contribute to the overall ethos/work/aims of the Academy

- All staff are expected to take part in necessary training and staff development.

Any other reasonable duties as directed by the Network Manager or Assistant Headteacher

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Person Specification: ICT Technician

Qualifications & Experience	Essential	Desirable	How Assessed Application Form / Interview (AF/I)
Qualifications	5 GCSE's	IT Qualification	AF/I
Knowledge & Experience	Experience of diagnosing and correcting straightforward faults in ICT hardware and software.	Experience of undertaking a wide range of ICT tasks and responsibilities in an educational setting.	AF/I
	Experience of installing, configuring and testing computer hardware, network operating systems, software and peripheral equipment.	Experience of tracking expenditure and monitoring budgets.	AF/I
	Experience of working in a team and supporting others to achieve objectives and complete tasks to deadlines.	Experience working with Google Apps for Education"	AF/I
	Experience of keeping basic records	An understanding of Academy's Management System (SIMS)	AF/I

Qualifications & Experience	Essential	Desirable	How Assessed Application Form / Interview (AF/I)
Skills & Abilities	Initiative to work without direct supervision and respond to unexpected problems.

Organisational skills to prioritise own workload and complete tasks to required deadlines

Communication skills to give advice and guidance to others both spoken and in writing

Aptitude for working with computer hardware and software and the ability to diagnose basic hardware failures

Operate safe working practices | Interpersonal skills to build effective working relationships with students and staff across the academy.

Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action | AF/I

AF/I

AF/I |
| Job Related Knowledge, Aptitude & Skills | Understanding of the importance of data protection, confidentiality and ICT security issues within the academy environment to ensure the business of the school is protected and pupils are kept safe

An understanding of the wider safeguarding agenda working with children and young people
Knowledge of potential health and safety risks and issues working with computers and electrical equipment. | | AF/I

AF/I |
| Personal Characterises | Enthusiastic and a positive attitude, willing to be flexible in order to meet the needs of the academy.
Initiative and the ability to work accurately both independently and as part of a team

Ability to work well under pressure

Willingness to share expertise, skills and knowledge

A sense of humour and a positive attitude.

Ability to support the Catholic ethos of the Academy | Enthusiasm for IT in an educational environment

Be willing to undertake further training internally or externally to improve the effectiveness of their role

Commitment to team working | AF/I

AF/I

AF/I

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