



ICT Support Technician

Band 2 (£17,007 - £19,446) - 36.5 HOURS PER WEEK/52 WEEKS PER YEAR

Flexible to ensure cover during opening hours

Special Conditions: Holidays to be taken in school holidays

JOB DESCRIPTION

Job Title: ICT Technician

Grade: GR2 Full Time

1.0 JOB PURPOSE:

- 1.1 To support the maintenance of the Multi Academy ICT hardware/software, VLE, website's and MIS systems
- 1.2 To provide technical assistance and software assistance during lessons
To provide training sessions for staff
- 1.3 To work alongside the Multi academy Strategic ICT Operation Manager to continually develop ICT infrastructure for the multi academy.
- 1.4 Provide ICT support to all schools' with in the multi academy onsite or remotely

2.0 DUTIES AND RESPONSIBILITIES:

- 2.1 Responsible for the provision of ICT support in all areas of the multi academy and for its partner
- 2.2 Repair and maintenance of all Desktop PCs, Laptop, I pads/tablets and Printers.
- 2.3 Assistance with network installations, configuration, server's maintenance and systems/Data backups.
- 2.4 Providing support for students and staff in the use of ICT, maintaining user accounts ,emails and MIS system.
- 2.5 Maintenance of Health and Safety issues related to the use of ICT
- 2.6 The maintenance and improvement of the ICT equipment used in the multi academy
- 2.7 Booking faults with third party provider's and see to completion of fault
- 2.8 The provision of in class support for ICT lessons or lessons using ICT in the school and in exams
- 2.9 To ensure that at all times ICT facilities are fully functional and secure



- 2.10 To contribute to the development of ICT and its use within the multi academy
- 2.11 To undertake the necessary training associated with the post
- 2.12 To train other staff

- 2.14 Assistance with the maintenance and development of a Multi academy wide network and its wireless infrastructure's.
- 2.15 Deliver and set up of portable ICT equipment as required by staff
- 2.16 Installation and maintenance of Whiteboard technology and other technological equipment associated with teaching and learning

- 2.18 Provide support for students in out of hours classes/extra curricular time
- 2.19 To contribute to provide of physical security measures to protect against loss of equipment
- 2.20 To provide support for the in-service training of staff
- 2.21 To provide support for the development of the multi academy website's/VLE through the Strategic ICT Operations Manager
- 2.22 To provide support for the wider community of the school including feeder primaries and adult partner groups as directed
- 2.23 To undertake any other reasonable duties as requested by the Principal or their delegate.
- 2.24 To ensure that all ICT systems within the multi academy are installed and operated safely and to remove from use any such equipment that is deemed to be unsafe to use
- 2.25 To work proactively to ensure that equipment is protected from damage or misuse and to be vigilant in spotting unsafe or dangerous equipment and to take appropriate action

A.F. = Application Form; I = Interview; T = Test or Exercise;

P = Presentation

CRITERIA	ESSENTIAL	Desirable	M.O.A.
EXPERIENCE (Relevant work and other experience)	Experience with repairing and the installing of Hardware and Software. Networking, switches and wireless technologies, Windows 7 & 10, Microsoft Office suits	A good knowledge of active directory, Apple PCs, WDS, WUS and any coding. Using of Photoshop, Flash or web based tools	A, I and T
SKILLS AND ABILITIES (Eg Written communication skills, dealing with the public)	Good Written and communication skills Good inter-personal skills	Experience of working in an education environment	A and I



	Confident in the use of ICT Willingness to learn new skills		
TRAINING	Relevant to the IT Industry	Relevant to IT in an Education environment	A
EDUCATION/ QUALIFICATIONS NB Full regard must be paid to overseas qualifications	GCSE in IT or equivalent	A level or NVQ in ICT or Computing	A
OTHER	The ability to work to deadlines. Keep accurate and detailed records/Data	Any Microsoft accredited certification Good understanding/using MIS systems an VLE's	A
CONTRA INDICATION			