

The Roseland Multi-Academy Trust

JOB DESCRIPTION

Job Title:	ICT Technician
Grade	Grade F (Points 1-6)
Employment:	52.14 weeks per year 37 hours per week, Monday to Friday (plus overtime as required)
Holiday Entitlement:	28 days per annum, including bank holidays
Responsible to:	Chief Executive Officer / Headteacher / Leadership Team / Trust Network Manager / Chair of the Trust Board / School Network Manager
Supervisory Responsibility:	None
Important Functional Relationships:	Internal: Chief Executive Officer, Headteacher, Leadership Team, teaching and support staff, students, Central Team, trustees and governors. External: Trust partners, other schools and colleges, suppliers of services, parents/carers, visitors to the school.

Main Purpose of the Job:

1. To assist the Network Manager in the management of school network ensuring that all information and communication systems function efficiently including managing and maintaining an efficient back-up regime.
2. To attend regular meetings of the ICT Team to discuss routine operational issues relating to ICT facilities so as to ensure appropriate support to users on a daily basis.
3. To provide technical support and advice on any problems/issues identified through staff and student use of the school's ICT facilities. Practical ICT and maintenance skills are essential.
4. To contribute to reviews of ICT relating to the identification of user needs, the prioritisation of ICT Team tasks and the consideration of service plans so as to ensure continuous improvement of ICT facilities.
5. To assist the Network Manager, as directed, in the ICT management of the school including:
 - Providing support as requested by members of staff
 - Setting up users, groups and new workstations
 - Ensuring appropriate levels of access are maintained
 - Trouble-shooting
 - Installation of new hardware, software and upgrades and, where necessary, ensure licensing is in place
 - Commissioning /re-commissioning of workstations and printers
6. To assist with the smooth running of wireless and CCTV infrastructure.
7. To assist in the ordering of new and replacement ICT equipment and resources in accordance with the agreed ICT budget (as authorised by the Trust Network Manager/Network Manager/Headteacher/CEO), ensuring adequate stocks of ICT resources are always available.
8. To assist in devising and facilitating project plans for delivering proposed ICT development plans and strategies, including the installation of new hardware, computer and system upgrades, etc. under the guidance of the Trust Network Manager/Network Manager/Headteacher/CEO.
9. To advise the Network Manager on the development and operation of a school network in order to achieve the maximum efficiency and curricular potential.
10. To monitor the use of copyright material, including ICT software, and to maintain copyright records and all programme and hardware licences.
11. To operate a booking system for ICT facilities.
12. To operate and monitor the signing in system and identify cards for staff.
13. To maintain an inventory of ICT equipment so as to ensure all ICT resources are accounted for and their whereabouts within a school is traceable.

14. To promote the safe and careful use of school ICT resources so as to minimise the risk of damage to equipment.
15. To support, where directed, the provision of ICT exam access arrangements.
16. To provide a diagnostic and repair service (as qualified) and to liaise with outside agencies, where necessary, to coordinate maintenance and repairs of ICT equipment.
17. To provide assistance to staff and students in using school ICT facilities, including classroom support and provision instruction sheets, so as to ensure appropriate and safe use of equipment, as well as the development of ICT skills and increased use of ICT by both staff and students.
18. To make the necessary arrangements for relevant ICT training for both staff and students as identified by the Trust Network Manager/Network Manager/Headteacher/Leadership Team, either in-house or through recognised training providers. To deliver ICT training as appropriate.
19. To monitor and regulate the use of the internet within a school, ensuring the necessary firewalls are in place to prevent internet abuse.
20. To liaise with the internet service provider where unsuitable sites are discovered to ensure that they are promptly removed and made inaccessible.
21. To ensure that adequate virus protection is maintained on all school hardware and is kept up to date.
22. To undertake the updating, maintenance and development of school websites to ensure material is suitable for publication and is of good quality.
23. To ensure the security of all ICT equipment, including storing all ICT resources securely, locking up computer rooms at the end of each day and adhering to booking in/booking out of ICT equipment procedures.
24. Be aware of, and adhere to, applicable rules, regulations, legislation, policies and procedures within the Trust, including safeguarding, health and safety, equality and diversity and data protection.
25. Maintain confidentiality of information acquired in the course of undertaking duties for the Trust.
26. Be responsible for your own continuing self-development, undertaking training as appropriate.
27. To undertake other duties appropriate to the post as required.
28. This role is based at Falmouth School but cross-site working and support of other school ICT teams is an expectation.

Desirable Skills:	Desirable Personal Qualities:	Desirable Qualifications:
<ul style="list-style-type: none"> ● Good standard of practical knowledge, skills and experience in advising on, and working on, ICT systems and undertaking specialist ICT work. ● Experience of working within a school/college and a familiarity with school ICT systems. ● Good level of technical knowledge and competence in ICT. ● ICT training skills. ● Knowledge of electronic display and presentation formats. ● The use of a car is essential. 	<ul style="list-style-type: none"> ● Good organisational skills. ● Good communication skills. ● Professional, tactful and sensitive. ● Discreet and confidential. ● Ability to work on own initiative and as part of a team. ● Displays an awareness and understanding of, and a commitment to, the protection and safeguarding of children and young people. 	<ul style="list-style-type: none"> ● Level 3 or 4 qualifications (NVQ, AVCE, A Level) in ICT or a related field, plus a minimum Level 2 qualification (NVQ, GNVQ or GCSE) in English and Maths.