



## Job Description

<b>Job Title</b>	ICT Support Technician
<b>Grade</b>	Scale 6 (Band 3 2019)
<b>Reports to</b>	The Network Manager
<b>Liaison with</b>	Staff/students/External providers
<b>Job Purpose</b>	To provide ICT support to all staff and pupils and to manage/operate the Curriculum Computer Suite
<b>Duties</b>	<ul style="list-style-type: none"><li>• Support the use of ICT in the classroom and develop pupils' competence and independence in its use</li><li>• Installation, upgrading and maintenance of all hardware and software</li><li>• Maintenance of other related equipment and resources</li><li>• Management of network systems, including e-mail/Internet etc</li><li>• Keeping comprehensive records of all equipment and resources, ordering new as required</li><li>• Documenting technical procedures</li><li>• Ensuring adequate stocks of peripheral IT equipment</li><li>• Giving advice to responsible officers about future needs and obtaining quotations, if necessary</li><li>• Keeping up to date with new technology and advising others as appropriate</li><li>• Undertaking/Monitoring of back up systems</li><li>• To attend relevant training and National IT Exhibitions</li><li>• Giving advice, guidance and demonstrations to other users (both pupils and staff)</li><li>• Resolving technical problems encountered by users</li><li>• Advising users of appropriate usage, packages etc</li><li>• Providing support to teachers and other staff by installing and operating required ICT packages/systems</li><li>• To provide technical support for the Office Administration System, working with the Office Manager</li><li>• Assist in the strategic planning for the whole range of ICT resources</li><li>• To share the designing and development of ICT systems to support the work of the school ie developing ICT based data recording systems, designing web pages</li></ul>

	<ul style="list-style-type: none"> <li>• Contribute to policy development e.g. use of Internet policy, data protection policies, ICT strategic plan etc</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• The role will involve lifting and moving IT hardware.</li> <li>• To undertake any training commensurate with the post</li> <li>• To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.</li> <li>• To comply with individual responsibilities, in accordance with the role, for health &amp; safety in the workplace</li> <li>• Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy</li> <li>• To undertake invigilation as and when required</li> <li>• The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment</li> <li>• The duties above are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of the job, skills and grade</li> </ul>

## PERSON SPECIFICATION ICT TECHNICIAN

General heading	Detail	Examples
<b>Qualifications &amp; Experience</b>	Specific qualifications & experience	Successful experience working in specialist area in learning environment NVQ Level 3 or equivalent in specialist area Completion of DCSF induction programme
	Knowledge of relevant policies and procedures	Good knowledge of school procedures Working knowledge of relevant ICT systems
	Literacy	Ability to read and write complex and technical reports
	Numeracy	Good numeracy skills
	Technology	Excellent working knowledge of equipment and ICT packages relevant to specialist area
<b>Communication</b>	Written	Ability to write detailed reports, letters etc
	Verbal	Ability to use clear language to communicate complex information unambiguously Ability to listen effectively
	Languages	Overcome communication barriers with children and adults Knowledge of specialist terminology etc.
	Negotiating	Ability to negotiate effectively with adults and children
<b>Working with children</b>	Behaviour Management	Ability to demonstrate effective implementation of the school's behaviour management policy
	SEN	Detailed understanding and awareness to support the differences in children and adults in relation to the role
	Curriculum	Detailed understanding of the school curriculum in support of the role and advise and support others relevant to specific area
	Child Development	Detailed understanding of how the role contributes to child development and be pro-active in putting forward ideas for improvements
	Health & Well being	Understand and support the importance of physical and emotional wellbeing
<b>Working with others</b>	Working with partners	Ability to make a proactive contribution to the work of the team supporting children

	Relationships	Ability to establish rapport and respectful and trusting relationships with children and other adults
	Team work	Ability to work effectively with a range of adults Ability to make an distinctive contribution to the work of the work a team
	Information	Ability to provide timely and accurate information
<b>Responsibilities</b>	Organisational skills	Excellent organisational skills Ability to remain calm under pressure
	Line Management	N/A
	Time Management	Ability to plan and manage own time effectively
	Creativity	Demonstrate a highly creative approach to supporting children and staff and an ability to resolve complex problems independently
<b>General</b>	Equalities	Awareness of and promotion of equality
	Health & Safety	Excellent understanding of Health & Safety legislation and procedures relating to specialist area Ability to advice others
	Child Protection	Understand and support child protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality
	CPD	Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance