

## Information Services Technician

**Salary Band:** Scale 2 -4 Points 2 – 7, £18,933 – £20,092

**Hours/Weeks:** Full time 37 hrs/wk 24 Days Annual Leave

**Responsible to:** Network Manager

**Purpose of Job:** To work within the Information Services Team to provide technical and general support to all staff and students of the school, to raise standards and help achieve the aims of the school.

### Duties:

- Primary responsibility is user support and customer service. Be present and visible and available to users requiring technical assistance.
- Respond to questions from callers and walk-ins; assist students, staff, and faculty with technical problems in offices or classrooms.
- Update the help desk and job lists.
- Learn fundamental operations of commonly used software, hardware, and other equipment.
- Manage the circulation of information, manuals, or other materials as appropriate.
- Document resolutions for future reference.
- To undertake any training related to the duties of the post.
- Become familiar with available help resources; stay updated on technology changes or problems.
- Undertake personal learning to keep up to date on current and future technologies.
- To liaise with the Information Services Manager to review performance and training required to improve support.
- To manage the Ipads within the school environment including acquisition, licensing, uploading and control of APPs via MDM.
- Respond to staff CCTV requests.
- To manage the display screens around school.
- Setup IT for assemblies and meetings for teaching and support staff.

### General

- 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
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
- 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.

- 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.

## PERSON SPECIFICATION

General heading	Detail	Examples
<b>Qualifications &amp; Experience</b>	Technology	Excellent working knowledge of equipment and ICT packages relevant to specialist area.
	Communication	Ability to use clear language to communicate complex information unambiguously  Ability to listen effectively  Good reading and writing skills
<b>Working with others</b>	Relationships	Ability to establish rapport and respectful and trusting relationships with children and other adults
	Time Management	Ability to plan and manage own time effectively
	Team work	Ability to work effectively with a range of adults and remain calm under pressure
	Information	Ability to provide timely and accurate information
	Organisational skills	Good organisational skills  Ability to remain calm under pressure
	Health & Safety	Good understanding of Health & Safety
<b>Responsibilities</b>	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