JOB DESCRIPTION – ICT SUPPORT SENIOR TECHNICIAN (DIGITAL MEDIA)

JOB TITLE: ICT Support Senior Technician (Digital Media)
RESPONSIBLE TO: ICT Support Department Manager/ICT Strategy Leader
SALARY: Scale 3 Points 17-25

Key skills and abilities:
- Ability to maintain the academy website, learning platform, social media, electronic signage, and other digital media.
- Ability to capture, create, and manipulate digital images.
- ICT Skills in the support and installation of computer hardware, software, printers and other peripheral equipment.
- Good communication and interpersonal skills, tact and sensitivity.
- Ability to work on your own, as well as a member of a team.
- Ability to take personal responsibility for meeting targets.
- Ability to work outside of normal hours, if required.

Duties:
- Ensure that the academy website is fully maintained, and content is in-line with Ofsted and GDPR guidelines.
- Maintain the learning platform, ensuring content and users are current.
- Maintain the academy's social media presence.
- Manage access to, and configure other relevant digital media resources.
- Maintain content on the academy electronic signage system.
- Provide support and training on the academy's digital media resource portfolio.
- Support PC hardware repairs and upgrades.
- Diagnose and resolve PC, printer, peripheral and software faults.
- Install and test new peripherals.
- Follow instructions to support the use of hardware, such as installing drivers.
- Support the install of applications, and set software options, such as default directory.
- Carry out any required maintenance of applications. (e.g. install service packs.).
- Perform basic diagnostic and recovery routines on network equipment.
- Follow detailed instructions to configure network clients.
- Maintain user accounts and permissions.
- Perform technical administration tasks as required.
- Ensure safety checks are carried out and escalate problems as required.
- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.
- Note risks to ICT systems and suggest precautions.
- Follow extended maintenance procedures according to a defined schedule.
- Implement and suggest improvements to school backup, virus protection and security policies.
- Search knowledgebase/logs of previous calls to inform diagnosis and resolution.
- Record detailed diagnostic information.
- Perform service desk duties as required.
- Work to a clearly defined service definition and note problems in maintaining service levels.
- Track external support calls and report performance of external contracts.
- Identify possible ICT requirements and outline specifications for a solution.
- Contact suppliers.
- Produce detailed help sheets and other documentation.

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 and safety in the workplace
- Ensure that all duties and services provided are in accordance in the academy's Equal Opportunities Policy
- The Trustees are 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 AND TASKS OUTLINED ABOVE ARE NOT INTENDED TO BE EXHAUSTIVE AND OTHER DUTIES MAY BE REQUIRED FROM TIME TO TIME BY THE PRINCIPAL AND IN ACCORDANCE WITH THE OPERATIONAL NEEDS OF THE ACADEMY.

PERSON SPECIFICATION – ICT SUPPORT SENIOR TECHNICIAN (DIGITAL MEDIA)

General heading	Detail	Examples
Qualifications & Experience	Specific qualifications & experience	Good working knowledge of digital media Ability to install and maintain websites, electronic signage and other digital media Ability to capture, create and manipulate digital images Ability to install computer hardware, software, printers Relevant ICT qualifications
	Knowledge of relevant policies and procedures	Working knowledge of appropriate ICT policies and procedures
	Literacy	GCSE English Grade C or above Ability to communicate effectively in a clear and concise manner
	Numeracy	GCSE Maths Grade C or above
	Technology	Demonstrate practical knowledge and problem-solving strategies Be expected to undertake relevant additional training Keep abreast of new developments in software and hardware
Communication	Written	Ability to complete professional, complex letters and reports
	Verbal	Ability to exchange complex verbal information clearly and sensitively
	Languages	Seek support to overcome communication barriers with children and adults
	Negotiating	Ability to negotiate effectively to achieve best outcomes Ability to manage difficult or controversial exchanges
Working with children	Behaviour Management	Understand and implement the academy's behaviour management policy
	Health & Well being	Understand the importance of physical and emotional wellbeing
Working with others	Working with partners	Establish effective relationships with those working in and with the academy
	Relationships	Ability to establish rapport and respectful and trusting relationships with the Senior Leadership Team, staff and students of the academy
	Team work	Ability to make a distinctive contribution to the work of a team and continuously look for ways to improve team dynamics
	Information	Contribute to the development and implementation of effective systems to share and safeguard information and suggest ways to improve
Responsibilities	Organisational skills	Excellent organisational skills Ability to remain calm under pressure
	Time Management	Ability to plan and manage own time effectively
	Creativity	Demonstrate a highly creative approach to work Ability to resolve complex problems independently
General	Equalities	Demonstrate a commitment to equality
	Health & Safety	Understanding of Health & Safety
	Child Protection	Understand and implement Child Protection procedures
	Confidentiality/Data Protection	Understand procedures and legislation relating to confidentiality and apply them.
	CPD	Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance Ability to transfer new knowledge to the workplace