

Job Description

ICT Support Lead

Responsible to: Senior Leadership Team (Line managed by DHT)

Purpose of Job:

- To be responsible for the delivery of a whole Trust approach to ICT service delivery REMOVE
- Take a leading role in implementing ICT support procedures and infrastructure development, and ensure effective IT provision across the school/trust
- ICT development across the Trust, ensuring compliance of websites, policy development and procurement
- Ensuring that the school's ICT resources are maintained and used effectively.
- Take a leading role in the development, support, maintenance and security of all
- ICT systems within the school.
- To assist in educating staff and students in the proper usage of ICT equipment
- and programs to improve their knowledge and understanding within their role.
- To be responsible for the management of the schools website.

Example Duties and Responsibilities

Under the direction of the Senior leadership team be responsible for sorting out faults and problems with the hardware and the software. This will involve:

- Putting in place procedures for reporting faults
- Negotiating maintenance agreements with suppliers
- Carrying out diagnosis and liaising with outside agencies/organisations regarding faults and repairs of both hardware/software under warranty and/or as part of a service level agreement
- Liaising with, and prioritising, workload of contracted ICT Technician

Installing and configuring software. This will involve (possibly with external technical support):

- Setting up and sharing folders and printers
- Installing new programmes and hardware drivers
- Configuring protected desktops under supervision
- Management of deployment systems for installing apps and software

Advising on the purchase of new equipment and the replacement of consumables. This will involve:

- Keeping abreast of new technology
- Trying out new products
- Shopping around for the best deals and prices
- Liaising with outside agencies with regard to product purchasing, obtaining quotes where relevant.
- Overseeing and facilitating the installation of larger equipment - ie Interactive boards. Being the nominated point of contact for contractors installing new equipment

Management of the school network. This will involve:

- Setting up usernames and passwords
- When appropriate, monitoring hard disk usage
- Backing up user files

Overseeing the inventory of ICT resources. This will involve:

- Keeping a record of all software/hardware purchases and license numbers
- Monitoring and updating licenses
- Keeping track of where resources are in school and to whom they have been allocated.
- Recording serial numbers and purchase warranty deals of all new equipment
- Security marking all new equipment

Internet filtering and maintenance of email accounts. This will involve:

- Monitoring the effectiveness of the website-filtering service
- Adding/removing websites from the filter
- Setting up and editing email account details for teachers, classes and pupils
- Overseeing Pupils' usage and managing access
- Maintaining and keeping programmes up to date, adding and removing pupils and ensuring appropriate use.
- Following GDPR regulations with regard to storing of documents/ownership transfer of docs/wiping data from machines before transferring

Website Management

- Updating the school's website on a regular basis, ensuring that all information is up to date and relevant.
- To assist in ensuring that the Trust websites are compliant with regard to statutory requirements.
- To develop, create and maintain website pages to appeal to the site visitor and promote the school in a positive manner

Other Specific Responsibilities

- To maintain the ICT resources within the school, monitoring their availability and usage in liaison with the ICT engineer and subject leader.
- To act as a source of technical advice in the use of equipment.
- To support all staff to become familiar with how to use the school's ICT resources.
- To attend in-service courses where appropriate and to disseminate the information gained among staff.
- To assess the value of new equipment and software, and their likely application within the school.
- Arranging the secure disposal of obsolete equipment
- To liaise with outside agencies where appropriate with regard to ICT in the school.
- To keep records of pupil internet permissions, staff e safety and laptop agreements.
- To keep the school website updated as directed by the SLT. Ensuring compliance.
- AR Reading/Purple Mash – maintain the programs, adding, removing pupils and staff; training staff with regard to using the AR reports.
- Support staff using Target Tracker as well as ensuring contextual data is updated regularly.
- Assist the senior leadership, when appropriate, in the monitoring and reporting of E-Safety.

Supporting the school

- To liaise with other members of the team when asked to do so.
- To assist with training for other members of staff
- To contribute to reviews of children's progress as appropriate
- To work within the boundaries and ethos of school procedures and policies
- To be aware of confidential issues linked to home/pupil/teacher/school work and keep confidences appropriately.
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General

- To ensure the safety and well being of all pupils in line with the school's safeguarding procedures
- To undertake any training commensurate with the post.
- All employees are expected to show a responsible attitude to health and safety issues and have due regard for their personal safety and that of others.
- Support, uphold and contribute to the development of the school's equal rights policies and practices in respect of both employment issues and the delivery of services to the community.
- To help with educational visits and outings
- 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.