



Job Description

Job Title	ICT Support Assistant
Grade	Scale 5
Reports to	Headteacher; SLT
Liaison with	Headteacher, SLT, Teaching staff, support staff, pupils, parents, external agencies, Trust colleagues
Job Purpose	<p>The main purpose of the job is to take a leading role in implementing ICT support procedures, infrastructure development, and to ensure effective IT provision across the school/Trust. You will be required to look at ICT development across the Trust, ensuring compliance of websites, policy development and procurement and to ensure that the school's ICT resources are maintained and used effectively. Part of the role will also involve being responsible for the management of the schools website. You will take a leading role in the development, support, maintenance, and security of all ICT systems within the school. You will assist in educating staff and students in the proper usage of ICT equipment and programs to improve their knowledge and understanding within their role.</p>
Duties	<p>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:</p> <ul style="list-style-type: none">● 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 <p>Installing and configuring software. This will involve (possibly with external technical support):</p> <ul style="list-style-type: none">● 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 <p>Advising on the purchase of new equipment and the replacement of consumables. This will involve:</p> <ul style="list-style-type: none">● 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 <p>Management of the school network. This will involve:</p> <ul style="list-style-type: none">● 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 regarding 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 regarding 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 regarding 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 regarding 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.



General	<ul style="list-style-type: none">• 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 Trust Board 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.
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