

## Job Description

<b>1. Title of Post:</b>	ICT Technician
--------------------------	----------------

<b>2. Accountable and Responsible to:</b>	Head of ICT Services
---	----------------------

<b>3. Grade:</b>	NJC Scale 3 Spinal Points 6 - 8
------------------	---------------------------------

<b>4. Main Purpose of the Job:</b>	
1.	To be responsible (under the direction of the Head of ICT Services) for the day to day operation of all computing facilities throughout the school.
2.	Ensure the highest possible availability of services and provide help to users of the resource.

<b>5. Main Responsibilities of the Job:</b>	
1.	To give advice to students and staff about how to gain access to and operate computing facilities, providing technical assistance to help users as necessary.
2.	To perform diagnosis/solution of software and hardware problems and progress those which cannot be resolved to the Head of ICT Services.
3.	Administer user accounts ensuring that any access is appropriate to the user's role.
4.	To provide technical support for all online systems, including third-party applications or services, Virtual Learning Environment and School website (including maintaining and updating the content).
5.	Assist with the general administration and support of File and Print Servers, including back-up arrangements.
6.	To configure and install PCs, laptops and all peripherals including building, testing and deploying master images.
7.	Maintain and control local stores of computer consumables, components and spare parts.
8.	Assist with the management of the School's internet access filtering systems.
9.	Ensure that computer suites are kept in a clean and orderly manner and undertake all work within the Health and Safety regulations.
10.	To be jointly responsible for the security of facilities against theft or abuse.
11.	To be able to set up audio and video equipment, support users and ensure its operability.
12.	To assist staff with CCTV monitoring systems.
13.	To be responsible for the maintenance and installation of new hardware and software under the guidance of the Head of ICT Services.
14.	Comply with data protection legislation and maintain confidentiality.
15.	Be aware of licensing and copyright issues, implementing policies accordingly.

16.	Taking reasonable care for the health and safety of him/herself and of other persons who may be affected by his/her activities and, where appropriate, safeguarding the health and safety of all persons under his/her control and guidance in accordance with the provision of Health and Safety legislation.
17.	Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Generic Responsibilities:

- Contribute to and support the school's ethos and represent the schools in a welcoming and professional manner at all times.
- To support the effective running of the schools on a day to day basis including being deployed flexibly where required.
- To comply with the requirements of Data Protection, Health and Safety, Equal Opportunities, Financial Procedures and other relevant legislations and school policy.
- To be responsible for your own professional development and attend training where required.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

This job description is current at the date below but will be reviewed and, following consultation with you, may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Signed .....  
(Staff Member)

Date .....

<b>Person Specification</b>	<b>Essential</b>	<b>Desirable</b>
5 GCSE's (grade A-C) including Maths and English (or equivalent)	Yes	
A HND/HNC or other further/higher education qualifications in a relevant subject allied with wide practical computing knowledge and experience gained over a period of not less than one year	Yes	
A good working knowledge of Windows PCs and associated peripherals including repair and diagnosis of basic and intermediate hardware faults	Yes	
A good working knowledge of Windows 10 and Microsoft Office 365 including installation and support	Yes	
Excellent communication skills	Yes	
Effective problem solving skills	Yes	
Ability to successfully prioritise conflicting tasks and work under pressure	Yes	
Ability to work flexibly within a team situation	Yes	
Ability to show initiative and independence	Yes	
Web Design and Development Skills.		Yes
An industry standard IT qualification (e.g. MCP, MCTS, MCSE, MCITP, CCNA)		Yes
Some networking experience including installation and support of file servers, printers, network components and peripherals		Yes
Familiarity with and experience of any of the following: Windows Server , MDM and Device Management Software, Active Directory, enterprise antivirus software, school MIS software, financial software, internet filtering technologies, structured cabling, website maintenance, thin clients and other virtualisation technologies		Yes
Experience in the production of technical and end user documentation		Yes
Experience of working with in a school / college environment supporting both staff and students		Yes
Awareness of child protection and safeguarding policies		Yes

The Ripley Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to support the school in the delivery of this.

All staff must have the right to work in the UK and will be subject to an enhanced DBS check prior to taking up appointment.