JOB DESCRIPTION

Job Title: ICT Technician
Grade: GR3

1.0 JOB PURPOSE:

1.1 To provide an efficient and effective ICT Technical support service to all Trust stakeholders

1.2 To provide maintenance, installation and support services across the LTE sites

1.3 To provide technical assistance and software assistance during lessons

1.4 To provide training and support sessions for staff, students, parents and other stakeholders

1.5 To support the maintenance and development of ICT resources

1.6 To support and develop other ICT Technician staff if/as appropriate

2.0 DUTIES AND RESPONSIBILITIES:

2.0.1 To be responsible for the provision of ICT support in all areas, using specialist technical skills to meet the needs of our stakeholders

2.0.2 To train other staff in the appropriate use of ICT equipment, such as projectors, interactive whiteboards, software products and other hardware in order to promote the pupils educational experience

2.0.3 Repair, maintenance and installation of all desktop and laptop computers, servers and other hardware devices including the installation of all appropriate software

2.0.4 To work alongside IT Operations Manager to maintain and development the school networks including installations and configuration

2.0.5 Providing support and training for students and staff in the use of ICT including the in-service training of staff

2.0.6 To configure ICT equipment, hardware, software and peripherals and ensure efficient performance is continually maintained

2.0.7 To configure and maintain antivirus, filtering and content monitoring software

2.0.8 To monitor and resolve ICT related issues reported via the LTE Helpdesk

2.0.9 To maintain and manage user accounts for students, staff and stakeholders across all required systems

2.0.10 To monitor and maintain daily backup systems and disaster recovery contingencies

2.0.11 To contribute to the maintenance and development of all Trust websites through liaison with all areas of our schools and line manager

2.0.12 To provide support for the wider community of our schools as directed

2.0.13 To liaise with external agencies and technical support providers where appropriate

2.8 Faults:

2.8.1 To monitor the network for any faults that may occur

2.8.2 To diagnose and resolve network infrastructure, software and hardware faults

2.8.3 To perform a range of maintenance, repairs and upgrades to avoid subsequent similar faults in the future

2.9 The provision of technical support to enhance curriculum delivery:

2.9.1 Provide support to teachers and support staff during lessons including working with students and the delivery of some technical parts of lessons

2.9.2 Provide ICT support and training to teachers and support staff where necessary to enhance and improve the delivery of education within schools

2.9.3 Delivery and set up of mobile ICT equipment as required by staff

2.9.4 To contribute to the development of ICT and its use within the school

2.9.5 Installation and maintenance of whiteboard technology and other technological equipment associated with teaching and learning

2.10 Provide support for students in out of hours classes/extra curricular time (within the employee's working day)

2.11 Administration:

2.11.1 To record and monitor ICT equipment inventories and loan agreements throughout the school

2.11.2 To record and monitor ICT requests for repair and advice in appropriate equipment use

2.11.3 To ensure that all ICT equipment is security marked/asset tagged

2.11.4 To ensure that all software is used in accordance with authorised licences

2.11.5 To ensure that GDPR and Data Protection policies are adhered to

2.11.6 To maintain appropriate access to systems

2.12 Management:

2.12.1 Contribute to the development and implementation of policies relating to ICT

2.12.2 Where necessary lead Online Safety Councils within schools

2.12.3 In consultation with appropriate Heads / Subject Leaders, assist in the development and monitoring of relevant plans and procedures to support the implementation of the curriculum and school targets

2.13 Health & Safety and Security:

2.13.1 Maintenance of Health and Safety issues related to the use of ICT

2.13.2 To ensure that all tasks carried out are with due regard to Health and Safety

2.13.3 To work proactively to ensure that equipment is protected from damage or misuse and to be vigilant in spotting unsafe or dangerous equipment and to take appropriate action

2.13.4 To contribute to provision of physical security measures to protect against loss of equipment or data

2.13.5 To ensure that at all times ICT facilities are fully functional and secure

2.13.6 To be committed to safeguarding children and being proactive with regards to Online Safety and keeping children safe online

2.14 To undertake appropriate professional development including adhering to the principle of performance management

2.19 To adhere to the ethos of the Trust and its schools:

2.19.1 To promote the agreed vision and aims

2.19.2 To set an example of personal integrity and professionalism

2.19.3 Attendance at appropriate staff meetings and/or parents evenings

2.20 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people they are responsible for or come into contact with

2.21 To undertake any other duties as commensurate within the grade in order to ensure the smooth running of the Trust and it's schools

3.0 SUPERVISION RECEIVED:

3.1 Supervising Officer's Job Title: LTE ICT Operations Manager

3.2 LEVEL OF SUPERVISION

1. Plan own work to ensure the meeting of defined objectives
2. Regular meetings with the ICT Manager
3. Annual review with the ICT Manager

The LTE is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

This post is covered by Part 7 of the Immigration Act (2016) and, therefore, the ability to speak fluent spoken English is an essential requirement for the role.