



JOB DESCRIPTION

POSITION	IT Technician	GRADE	Sc6.26
DEPARTMENT	IT	LOCATION	
REPORTING TO:	IT Manager	RESPONSIBLE FOR	
HOURS PER WEEK	As per contract	WEEKS PER ANNUM	52

JOB PURPOSE

Under the direction and guidance of the Network Manager and Site Lead provide support the provision of IT in the school, ensuring that the school's needs in relation to curriculum, and administration are met and to provide in-house training for staff.

MAIN DUTIES AND RESPONSIBILITIES

Equipment support

- Ensure that the school's network runs efficiently, providing technical support on hardware and software problems, investigating faults and liaising with the support provider as necessary
- Investigate, diagnose and provide first line maintenance in network problems, seeking assistance from the support provider where necessary, in liaison with the Network Manager, or site lead.
- Ensure new equipment including PCs, data projectors, electronic white boards, digital cameras etc. are suitable to end users, offering support and training as required.
- Check, set up and install new equipment
- Undertake the maintenance of all computer hardware (subject to equipment warranty and within level of competence) on a regular basis to ensure a high standard of maintenance to all IT equipment including checking of leads, cleaning screens, mice, keyboards etc.
- Participate in discussions with users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software
- Replace equipment components as necessary
- Ensure all IT equipment is secure and in good working order across sites.

Administration

- Ensure the security marking and recording of all new hardware and maintain inventories of all equipment in the school.
- Identify when stocks of computer consumables reach re-order levels and highlight to line manager
- Be aware of school's licences and when they need updating.
- Maintain an awareness of new ICT products and services and ensure that information is shared within the school

Support to staff

- Liaise with staff as necessary to support the efficient use of ICT equipment in the school
- Assist in the provision of technical and networking support to teachers during teaching periods.
- Support teaching staff in the use of ICT based activities and provide assistance to groups of pupils in the use of ICT- this may include delivery sessions to whole class/groups of pupils under the overall direction of the teacher.
- Provide technical support and assistance on staff training and deliver in-house training for staff,

including the preparation of guidance on the use of ICT for staff and pupils.

- Set up new users on networks when required.
- E-mail accounts, update staff changes, maintain existing accounts.
- Maintain system integrity and security by changing passwords on the system and informing staff of any changes.

Software

- Install standalone software, configure software and provide simple software guides.
- Keep abreast of software developments, including evaluating and comparing prices and make recommendations on the purchase of new software.
- Operate and tailor software to meet the needs of the school within Copyright Laws.
- Oversee the formatting and use of disks, CD Roms and other writeable media and within the terms of the licence arrangements, copy software and user files as required.
- Troubleshoot software problems, including compatibility across different versions.
- Install network software, liaise with support staff to ensure smooth integration onto all PCs including laptops for use by children and staff.

Internet

- Assist with the development and maintenance of the school web site.
- Support staff and pupils in the use of the internet.
- Monitor security, and privacy and virus software updates.
- Check and update anti-virus, automated systems and security updates.
- Update filtering system with unsuitable websites found by students.
- Train staff in the use of website/VLE systems.
- Regularly check safeguarding tools and report according to procedure.

Other

- Supervise projects and contractors with direction from Network Manager.
- Follow requests from Network Manager and Senior Management in prompt and efficient manner.

Policies

- Ensure compliance with school policies and procedures and the Data Protection Act.

The duties and responsibilities of this post cover a wide range, if less than the full responsibilities apply this will be reflected in the grade allocated within the range available.

Job Description Approved By...Date.....

Name of the Staff member

Staff Signature..... (To Acknowledge Receipt of Job Description and Opportunity to Discuss the Matters Contained Within this document)

Date.....