

## Job Description

POST TITLE	ICT technician
The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.	
SCALE	Grade 7 Point 22 – 25 Full Time Permanent Monday to Friday 08:00 – 16:00
PURPOSE OF THE JOB & ACCOUNTABILITIES	To provide first and second line support to staff, both administrative and academic and pupils on a wide range of IT matters, specifically for the development, maintenance, and support of the School's Management Information System (MIS) database, school website and various virtual learning platforms.
RESPONSIBLE TO	The Business Manager
Line manager of:	N/A
Heyford Park Free School recognises and values continued professional development. Therefore, training opportunities will be made available as appropriate or necessary.	

The ICT technician will be a member of a multi-disciplinary team, reporting to the Business Manager. He/she will be responsible for campus-wide 1st line technical support to curriculum and administrative PCs, laptops, printers and our Apple Mac suites. In co-operation with a support contract delivered by RM Education, there will be weekly operational contact with the RM remote Network Manager who support the schools networking infrastructure.

### **Main Responsibilities**

- To assist in the maintenance of the School's ICT network and systems working closely with RM Education to deliver the best service across the school.
- To provide first and second line support to staff and pupils, advising and resolving issues.
- Assisting in the day to day support of the School's network
- Installing, operating and maintaining network services, firewalls, routers, hubs, NAS, switches and other network/system devices
- Ensuring support requests are dealt with in a timely and efficient manner.

- Providing hardware and software support for all servers, computers and mobile devices
- Management of user accounts for new starters, including resetting passwords, updating printer codes and other IT requests,
- Ensuring the ICT facilities are in full working order including providing paper and toner for printers
- Assist in the installation and maintenance of all software on computers
- Providing technical support to teaching staff using the IT equipment, including whiteboards, projectors and audio systems during lessons and to assist pupils, if directed by teaching staff
- Assisting in the ongoing development of ICT systems in School to enable the delivery of the electronic classroom
- To work flexibly in promoting the best practice use of IT facilities at the School
- Troubleshooting incidents in order to accurately isolate the cause and providing working solutions
- Provide out of hours support for school functions and system maintenance as and when required (Website updates in case of school closure etc.)

#### **Other Responsibilities**

- Be aware of school and government policies and deliver the ICT service in accordance with these.
- Adaptable to change in the way the school delivers its ICT service to ensure the best possible service delivery.
- Contribute to the overall ethos/work/aims of the school
- Advise and assist the Business Manager regarding the procurement of all ICT equipment and consumables to include all supplier negotiations and stock auditing,
- Liaise with partners and suppliers of the school on ICT related issues.
- Be responsible for the school's audio visual systems Maintenance of the school internal and external websites

#### **Performance management:**

Participating in the school's arrangements for performance management, professional development and the school's arrangements for quality assurance and internal verification.

**General responsibilities:**

1. Act as a model for school values
2. To undertake other duties appropriate to the grade of the post as the Principal or delegated line manager may from time to time reasonably determine.
3. To cover for other office staff in their absence when required.

**PERSON SPECIFICATION: ICT TECHNICIAN**

Qualifications and Experience	
Good GCSEs/O-levels (Grade A*-C) or equivalent including English and Maths as a minimum. (Certificates to be available at interview)	Essential
Windows 7 or 10 MCP Certified  Office 365 / SharePoint Online Administration  Windows Server 2012 MCP Certified	Essential
Having worked in a school or training environment with classroom and Audio Visual support	Essential
Ability to carry and set-up IT equipment between sites.	Essential
Excellent problem-solving and resolution abilities on a wide range of software, hardware and network issues;	Essential
Working knowledge of 'Windows' based desktop and server operating systems;	Essential

Personal Qualities	
Initiative and ability to prioritise one's own work	Essential
Able to follow direction and work in collaboration with Line Manager and Leadership Team	Essential
Able to work flexibly to meet deadlines and respond to unplanned situations	Essential
Efficient and meticulous in organization	Essential
Desire to enhance and develop skills through CPD	Essential
Evidence of excellent attendance and punctuality record	Desirable

General Commitment	
Demonstrate to the satisfaction of the panel a personal commitment to produce work of the highest quality in a manner to assist the teaching staff to obtain the highest standards of individual student achievement regardless of gender, race or class.	Essential
Commitment to the highest standards of child protection	Essential
Recognition of the importance of personal responsibility for Health and Safety	Essential
Willingness to conform to the school's ethos, aims and its whole community	Essential