



Job Description & Person Specification

ICT TECHNICIAN

Scale 4

Job Description

| | |
|----------------------------|--|
| Job Title: | ICT Technician |
| Pay Grade / Scale / Range: | Scale 4 (NJC points 18-21) £18,070 - £20,139 per annum |
| Benefits & Perks: | Occupational Pension Scheme, occupational sickness scheme, TOIL scheme, occupational health scheme |
| Working hours: | 36 hours 40 minutes per week Monday to Friday based on 8am – 4pm |
| Location: | You may be required to work at any site of the New Bridge Group |
| Special circumstances: | Some out-of-hours working required at busy times |
| Staff responsible to: | Senior Technician |
| Staff responsible for: | None |
| Accountable to: | Chief Executive Officer |
| Probationary period: | 26 weeks for new staff to the organisation |

ICT Technician Scale 4

Purpose of the post

To assist with the maintenance of hardware and software used by staff and pupils and to give information about the use of ICT within the school as required and ensure equipment is set up for lessons and other educational activities. The role could include supporting teaching staff to design and format educational materials and resources.

KEY TASKS

Technical ICT Support

1. Assist with the secure and safe set up/installation of new equipment, software, hardware, peripherals, upgrades and components. Mark equipment, hardware and peripherals with security codes as necessary.
2. Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
3. Provide information and assistance for teachers, pupils and other members of staff on the basic use and setting up of computer equipment, software and procedures.
4. Work to and give information to others on the ICT acceptable use and e-Safeguarding policies.

Server and network support

1. Maintain standard network cabling.
2. Perform basic diagnostic and recovery routines on network equipment.
3. Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server.
4. Maintain user accounts and permissions within Active Directory.
5. Implement disc space and printer quota policies.
6. Perform checks to ensure that broadband connectivity is maintained.

Maintenance

1. Undertake maintenance tasks and duties according to a defined schedule.
2. Maintain the Group's intranet and internal systems by uploading pages and files.
3. Support the Group in the use of MIS systems and data transfer.

4. Assist with the diagnosis and resolution of basic PC, printer, peripheral and software faults, including maintenance of software applications.
5. Carry out any basic disc management on file servers and workstations, restoring data as necessary and operating specific back-up procedures.
6. Assist with the implementation and maintenance of electronic mail accounts.
7. Ensure that basic safety and security checks are carried out and escalate problems to the appropriate person, as per the relevant procedure.
8. Take an active role in the setup, configuration and deployment of iPads and mobile devices across all of our sites using centrally managed Apple hardware and software.
9. Create and update images in preparation for deployment over the network.

Administration

1. Assist with the production of material and equipment required for teaching as requested, including photocopying, printing, downloading of material, work sheets and help sheets.
2. Complete straightforward paperwork associated with the role. This could involve inputting onto associated databases.
3. Assist in the maintenance of an up-to-date inventory of ICT software and licences in school.
4. Follow an efficient system for stocking, storing and distributing items used in the department/Group.
5. Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
6. Record loans of ICT equipment. Replace consumables and monitor usage in ICT areas.
7. Keep up-to-date records of Apps purchased for the iPads in accordance with Apple Volume Purchase Programme.

Other Duties

1. To understand the importance of inclusion, equality and diversity, both when working with pupils and with colleagues, and to promote equal opportunities for all.
2. To uphold and promote the values and the ethos of the New Bridge Group.
3. To implement and uphold the policies, procedures and codes of practice of the New Bridge Group, including relating to customer care, finance, data protection, ICT, health and safety, anti-bullying and safeguarding / child protection.

4. To take a pro-active approach to health and safety, working with others in the Group to minimise and mitigate potential hazards and risks, and actively contribute to the security of the Group, e.g. challenging a stranger on the premises.
5. To participate and engage with workplace learning and development opportunities, subject to the Group's training plan, working to continually improve own performance and that of the team/Group.
6. To attend and participate in relevant meetings as appropriate.
7. To undertake any other additional duties commensurate with the grade of the post.

Contacts

Pupils, colleagues within the Group, staff of the local authority, other education and healthcare professionals, parents, carers and guardians and visitors to the Group.

Responsible to: Network Manager

Responsible for: N/A

Special Conditions:

An enhanced Disclosure and Barring Service (DBS) check is required for this post

| | DATE | NAME | POST TITLE |
|----------|----------------|------|----------------|
| PREPARED | September 2017 | SSH | HR Manager |
| REVIEWED | January 2018 | SSH | Director of HR |
| REVIEWED | | | |

APPLICANTS: PLEASE SUBMIT EVIDENCE OF PREVIOUS EXPERIENCE, SKILLS AND ABILITIES ONLY AGAINST THE CRITERIA EMBOLDENED BELOW

| | Essential Selection Criteria | How Assessed |
|---------------------------------------|--|---------------------|
| Education & Qualifications | Relevant qualification associated with ICT | AF / I |
| Experience | Experience of diagnosing and correcting straightforward faults in ICT hardware and software | AF / I |
| | Experience of working in a team and supporting others to achieve objectives complete tasks to deadlines | AF / I |
| | Experience of following and working to instructions, schedules and procedures | AF / I |
| | Experience of keeping basic records | AF / I |
| | Experience of undertaking ICT tasks and responsibilities in an educational setting | AF / I |
| | Experience of working with IOS and Apple devices in a school/business environment. | AF / I |
| Skills & Abilities | Communication skills to give information to pupils, teachers and other staff on ICT related issues | AF / I |
| | Able to use judgement to solve straightforward problems to support the operation of computers and networks | AF / I |
| | Able to prioritise and manage own time effectively | AF / I |
| | Able to work consistently to deadlines | AF / I |
| Knowledge | Understanding of the importance of data protection, confidentiality and ICT security issues within the school environment to ensure the business of the school is protected and pupils are kept safe | AF / I |
| | Understanding of the wider safeguarding agenda working with children and young people | AF / I |
| | Awareness of potential health and safety risks and issues working with computers and electrical equipment | AF/I |
| Work circumstances | To work flexibly as the workload and needs of the students demand | I |
| | To travel and work at other sites within the New Bridge Group as may be required | I |
| | Occasional out of hours working to support Group functions | I |

Abbreviations: AF = Application Form; I = Interview.

Any candidate with a disability who meets the essential criteria will be invited to interview