JOB DESCRIPTION

Job Title: ICT Systems Technician
Status: Full time permanent
Salary: Grade 2a

Job Purpose:
To assist in the support and maintenance of the ICT systems, audio visual and telecommunications systems across the school. To support in the development of the quality of work and service provided by users of the academic and administrative systems of ICT in the school. To assist in the development of ICT systems and their use and contribute towards the formulation of the strategic view of ICT within the school and to help in the implementation of relevant plans and strategies.

Line Management:
Responsible to: ICT Systems Manager
Responsible for: Carrying out professional duties connected with the designated post.
Liaison with: Other members of the ICT Support Team

Duties and Responsibilities:

- To assist the teaching staff, administrative staff and student body with the ICT technical support necessary to ensure that good quality ICT functionality is delivered.

- To support and provide the necessary expertise to enable effective and efficient use of all hardware and software.

- Perform routine tasks to maintain user accounts, permissions and profiles for all network users.

- To take all reasonable steps to ensure that equipment is maintained in good working order.

- To participate in all aspects of work asked of the ICT support team.

- To contribute to the activities which mean that all networks are appropriately configured, commissioned and maintained.

- To assist in the maintenance of procedures in order to ensure that the ICT systems offer functionality to suit the needs of all users.

- To assist in the development of the school's intranet and website.
• To assist in the review of ICT system development aims and objectives in line with the general aims of the school and the School Improvement Plan by attending and contributing to Team Meetings.

• To contribute to the INSET of teaching and support staff in ICT competency.

• To assist in providing quotations and the preparation of bids for resourcing related to ICT.

• To assist in the keeping and maintenance of accurate and appropriate records as a log of the ICT in fracture.

• To provide technical and software support with the assistance of the EDIT schools’ support team for CMIS, including period returns and end of term procedures.

• To keep abreast of current developments and innovations within ICT.

• To take all reasonable steps to ensure that Health and Safety requirements are observed.

• To ensure that the requirements of school policy in all matters are observed within the ICT infrastructure of the school.

• To assist Fox Hollies School in order to ensure that supportive structures and programmes exist and are effective.

• To take part in professional development reviews in order to facilitate personal professional development.
**PERSON SPECIFICATION**

**POST TITLE:** ICT Systems Technician

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

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<th>REQUIREMENTS</th>
<th>IS REQUIREMENT</th>
<th>MEASURED BY:</th>
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<tbody>
<tr>
<td>Educated to GCSE level in English and Mathematics</td>
<td>E</td>
<td>a)</td>
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<tr>
<td>Working knowledge of Windows Networking</td>
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<td>Previous experience of serving 500+ users</td>
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<td>Excellent customer services skills</td>
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<td>a), c)</td>
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<td>Ability to work as part of a small team</td>
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<td>Knowledge and experience of web development</td>
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<td>Knowledge of general and specific ICT H&amp;S issues relating to work, both for self and all potential users.</td>
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<td>Ability to work on own initiative in solving immediate and low risk problems</td>
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The successful candidate will be required to complete a successful Occupational Health Clearance and an enhanced disclosure from the Disclosure Vetting and Barring Service.