ICT Systems Technician

JOB DESCRIPTION

Queensbridge School
Queensbridge Road, Moseley, Birmingham B13 8QB

PURPOSE

To assist and support in the 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 to 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 implementation of relevant plans and strategies.

DUTIES AND RESPONSIBILITIES

- To assist the teaching staff, administrative staff and student body with the ICT technical support necessary to ensure that excellent 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 and for all cloud based systems.

- 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 to ensure that the ICT systems offer functionality to suit the needs of all users.

- To assist Network manager in the development of the school's network and provide support in configuring and installing network equipment like Servers, switches etc.

- To deploy Windows Operating System and Software over the network as and when required.

- To image new PCs\Laptops with all the software required including anti-virus and safeguarding software using SCCM.

- To maintain and keep IP CCTV network running and updated.

- To provide support for students and staff in the use of ICT.

- 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 contribute to the development of ICT and its use in the school.

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

- To provide technical and software support with the assistance of the school's management information systems, 3rd party software, and all other IT systems used by the school.

- Repair and maintenance of all laptops, PC's, and other hardware.

- To deliver and set up portable ICT equipment as required by staff.

- Installation and maintenance of technology and technological equipment associated with teaching and learning.

- Provide support to classroom teachers during lessons including working with students and the delivery of some technical parts of lessons.

- To keep abreast of current developments and innovations within ICT.
- To monitor the legal implications relating to the use of ICT within the school.

- To take all reasonable steps to ensure that Health and Safety requirements are observed related to the use of ICT.

- To assist the Network Manager in ensuring that the requirements of school policy in all matters are observed within the ICT infrastructure of the school.

- To work with staff to ensure equipment is not damaged and remove damaged equipment where it is deemed unsafe to use.

- To take part in professional development reviews to facilitate personal and professional development.

- To take part in projects and lead the projects if required.

- To be willing to keep abreast of new developments and attend IT exhibitions and trade fairs.

GENERAL

1. Read and follow the relevant school policies.
2. Undertake training required to develop in the role.
3. Ensure all duties and responsibilities are undertaken in line with the school's health and safety policy.
4. Contribute to the safety of children and young people and protect them from harm.
5. To undertake any other duties as appropriate to the grade of the post as requested by the Headteacher.

Responsible to: **ICT Network Manager**

PERSON SPECIFICATION

REQUIREMENTS The post holder must be able to demonstrate:	IS REQUIREMENT ESSENTIAL (E) or DESIRABLE (D)	MEASURED BY: a) Application Form b) Test/Exercise c) Interview
Educated to GCSE level in English and Mathematics	E	a)
Working knowledge of Active Directory, Windows Networking and Virtual Infrastructure	E	a), c)
Degree in Computer Networks or related field.	D	a)
Previous experience of serving 500+ users	D	a), c)
Excellent customer services skills	E	a), c)
Ability to work as part of a small team	E	a), c)
Knowledge and experience of IP CCTV, Signage System and Power Automate	D	a), c)
Knowledge of general and specific ICT H&S issues relating to work, both for self and all potential users.	D	c)
Ability to work on own initiative in solving immediate and low risk problems	E	