

Milton Keynes Council – Role Profile

Role Title: **ICT Support**

Service Group: **Children & Families**

Accountable to: **Head Teacher**

JE Ref: **JE0774**

Purpose of job

- To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment
- Advise Head Teacher on systems planning, development and procurement of ICT software, hardware and related equipment.
- To help to implement the school's ICT Management Policy and Plan.

Key Objectives

1	Be responsible for the installation and maintenance of computer hardware, network infrastructure and software.
2	Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff.
3	Service all IT hardware regularly and carry out repair to simple faults, reporting more complicated faults to a specialist technician/audio-visual service/contractor as appropriate. Arrange the external cost-effective repair of equipment when required
4	Provide support to staff and pupils to ensure administration and learning outcomes are maximised
5	Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns.
6	Liaise with Curriculum Leader for ICT with regards to required resources and delivery to pupils.
7	Work with Senior Leadership to develop school policies and procedures for the use of ICT within the school environment.
8	Maintain computer files and cloud platform by backing up/archiving and updating/deleting information as appropriate.
9	Responsible for ordering, procurement, storage and maintenance of large and/or valuable ICT equipment within a departmental budget.

10	Maintain and develop network.
11	Resolve hardware/software technical issues.
12	Keep and maintain an audit of IT hardware.
13	Train staff where necessary on new systems/software where appropriate.

Schools benefit from a flexible approach to working arrangements – because of this, the tasks and responsibilities listed here are not definitive. Head Teachers may require particular additional duties to be undertaken to suit the specific school's requirements and these may be incorporated in the role requirements as long as they are at a similar and appropriate level to the other listed duties.

Scope

- To provide a comprehensive ICT support service for the school.
- May be required to supervise ICT support staff.
- Work normally in an office, IT suite or classroom environment
- Requires normal physical effort, with a mixture of sitting, walking and carrying minor loads and/or normal physical effort with short periods of greater effort e.g. moving IT equipment.

Work Profile

- Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day.
- To adhere to school local and national authorities guidelines and exercise professional discretion at all times.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Participate in training and other learning activities and performance development as required
- Contribute to the overall ethos/work/aims of the school
- Attend relevant meetings
- To maintain confidentiality

Other information

Milton Keynes Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. All employees are expected to share this commitment, to follow the Council's safeguarding policies and procedures and to behave appropriately towards children and vulnerable adults at all times, both in work and in their personal lives.

All school based posts are defined as Regulated Activity and therefore this post is subject to an Enhanced with Barred List Criminal Records Bureau check.

Person Specification

Skills and Knowledge		Level		Assess by;
Attainable	Successful applicants will be expected to obtain the denoted qualifications or experience within an agreed period of time	A		A Application I Interview T Testing R Reference
Desirable	Applications will be preferred from candidates with the denoted qualifications or experience	D		
Essential	Applicants without the denoted qualifications or experience will not be considered for this role	E		
Qualifications	In-depth technical knowledge of IT systems. NVQ3/4 level IT or related discipline or equivalent	X		A
Skills / Experience	Significant experience in hardware/software procurement, commissioning, maintenance etc	X		A
	Working with IT in an educational environment		X	A
Competencies		Level		Assess by;
Awareness	Demonstrable aptitude and ability to develop in the particular work area	A		A Application I Interview T Testing R Reference
Significant	Clear competence in the work element sufficient for all role requirements	S		
Extensive	Sufficient expertise in the work element to lead and mentor others, and influence policy and practice	E		
Planning and organising work	Awareness and adaptability in relation to long term school aims for the use of ICT		X	I,R
Planning capacity and resources	Responsibility for input to resource planning in relation to user numbers and profiles, changing application demands, security etc		X	I
Influencing and interpersonal skills	Negotiating with suppliers		X	I
	Leading on appropriate use and development of ICT throughout the school		X	I
Using initiative	Developing creative and cost-effective solutions to ICT problems. Assessing best-practice from external sources.		X	I
Working independently	Offer authoritative advice in ICT related decision making		X	I,R
Managing people	No management responsibilities		X	I
Managing resources	Responsibility for system security and maintenance		X	I
	Installation of hardware		X	I

Managing risk	Awareness of and adherence to school health and safety, IT security, child protection policy and procedures		x		I
Managing oneself	Awareness of opportunities for self-development		x		I