



The Priory School, Hitchin

ICT TECHNICIAN

Job Description and Person Specification

H6

37 hours per week

Full-time weeks

Job Purpose

- To support the Network Management Department in providing effective ICT hardware and software structures that will ensure the effective running of the school.
- To provide appropriate operational cover for the Network Management Department during periods of staff absence, in accordance with the postholder's skills and experience.
- To support the effective operation of the ICT systems throughout the consortium when required.

Key Responsibilities

Generic Areas of Responsibility

- Maintain confidentiality at all times and comply with UK GDPR, the Data Protection Act 2018 and the school's information security and data protection policies.
- Maintain productive and efficient time management during the working day.
- Notify your line manager of any unforeseen problems where appropriate and in a timely manner.
- Maintain and develop a professional working relationship with all stakeholders and outside organisations.
- Follow school policy, procedures and ethos of the school.
- Check, respond and action, as appropriate, all communications from stakeholders within reasonable time frames.
- Contribute to the Child Protection and Safeguarding policies of the school.
- Undertake any additional duties as required by the Headteacher.

ICT Service Delivery

- To support the Network Management Department in ensuring that network services are operational during access hours.
- To support and maintain the school's internet and intranet facilities, including its websites.
- To support and develop existing hardware/software systems to meet the curriculum and administrative needs of the school.
- To provide first-line technical support for the school's ICT systems, including computers, mobile devices, network services, user accounts, software and associated technologies.

- To assist with the deployment, configuration, maintenance and replacement of ICT equipment and managed devices.
- To assist with the administration and maintenance of the school's Windows, Microsoft 365, Google Workspace and other ICT systems, as appropriate to the requirements of the school.
- To assist with the identification and resolution of network, connectivity, hardware and software faults, escalating complex issues to the appropriate member of the Network Management Department or external provider.

Compliance

- To support the monitoring of hardware and software and ensure all software is licensed appropriately.
- To support the implementation of defined ICT security measures and ensure that appropriate checks are carried out.
- To support the Network Management Department in complying with policies and procedures relating to child protection, health and safety, welfare, security, confidentiality and data protection; reporting any concerns to the appropriate person in accordance with the school's safeguarding, online safety and information security policies.
- To support the implementation of the school's ICT security procedures, including software updates, endpoint security, access controls, device security and other measures designed to protect school systems and information.

Infrastructure & maintenance

- To support the maintenance of the school's network infrastructure.
- To support the planned maintenance and lifecycle management of ICT equipment, maintaining appropriate records and escalating replacement or maintenance requirements where necessary.
- To install, configure and test new hardware and software as required.
- To provide technical support for ICT equipment and peripherals, including desktop and laptop computers, Chromebooks, MFDs, printers, interactive displays, projectors and associated equipment, maintaining appropriate records of technical faults and remedial action.
- To monitor and co-ordinate the supply and replacement of ICT consumables, including printer consumables and other consumable items.
- To support the school with all ICT requirements through attendance at calendared events held by the school.
- To support the school's outreach work at other schools within the framework as the main representative of the school and in conjunction with other schools' IT/Network staff.
- To play an active role in the auditing, distribution, maintenance and repair of Chromebooks.
- To assist with the maintenance of accurate ICT asset records, including the allocation, movement, repair, replacement and disposal of equipment.

User Support and Professional Development

- To undertake training in any aspect of the job as necessary and provide training and instruction to relevant members of the school community.
- To provide technical support to external organisations and partner schools where required by the school.
- To support colleagues with their understanding and use of ICT technologies used by the school.
- To provide first-line helpdesk support to staff, assisting with hardware, software, systems and general ICT-related issues, and escalating issues appropriately when required.

Innovation & Development

- To support school initiatives to develop alternative revenue streams by utilising the expertise of the Network Management Department.

Other specific responsibilities will be negotiated and agreed with the successful applicant.

The law requires this position to have an **enhanced** criminal background check. This is to protect children and vulnerable adults and to safeguard positions of trust. The position is therefore exempt from the Rehabilitation of Offenders Act. If your application is taken further you will be asked to declare details of any criminal record, even convictions that are 'spent' according to the act. If you are offered the post this information will be checked against Criminal Records Bureau files. You will be provided with full information at each stage.

Please note that The Priory School, Hitchin operates a no smoking policy.

The postholder is required to perform the duties above. They will be responsible to the Headteacher, through their Line Manager (Network Manager) and School Business Manager, and will demonstrate a genuine commitment to our Equalities Policy and the wellbeing of all students.

This job description will be reviewed annually and will form the basis of the Performance Management Review (PAR) procedure. Any issues relating to the review of this job description should be brought to the Headteacher's notice by the postholder through the senior line manager. The postholder will undertake the following specific responsibilities in order to fulfil our statutory requirements, school aims, policies and targets.

The post holder will be responsible to the Headteacher, through the Line Manager. They will demonstrate a commitment to the school's equal opportunities policy.



THE PRIORY SCHOOL

ICT TECHNICIAN
H6, full-time weeks
37 hours per week

Person Specification

Technical Skills and Experience	
Good knowledge and experience of software installation, configuration and support	E
Ability to diagnose and resolve hardware, software and connectivity problems using a logical and methodical approach	E
Good understanding of networking fundamentals, including wired and wireless networks, TCP/IP and common connectivity issues	E
Experience of supporting Windows Server, Active Directory or similar server-based environments	D
Good knowledge of current ICT hardware, software and technologies	E
Good working knowledge of Microsoft Windows and Microsoft 365 applications	E
Experience of supporting Google Workspace or other cloud-based productivity platforms	D
Experience of supporting a School Management Information System	D
Experience of deploying, configuring and managing computers, Chromebooks or other managed devices	D
Experience of maintaining ICT asset records and supporting the allocation, movement, repair and replacement of ICT equipment	D
Ability to install and maintain structured data cabling	D
Good communication and interpersonal skills, with the ability to explain technical issues clearly to users with varying levels of technical knowledge	E
Able to work calmly and professionally in a busy school environment, prioritising urgent technical issues while maintaining a high standard of customer service	E
An understanding and commitment to equal opportunities	E
Qualifications and Training	
A recognized ICT qualification	D
Willingness to undertake training as part of own personal development	E
Good standard of literacy and numeracy	E
Full UK driving license	E
Personal Attributes	
Well organised and efficient; able to prioritise own workload	E
Able to act on own initiative	E
Calm, reliable and honest, with a sense of humour	E
Committed to the safeguarding of children and young people	E
Ability to work as part of a team	E