



## **ICT Support Engineer – Additional Information**

### **Outline and of Key Accountabilities and Ownership Areas**

- To offer technical advice on the purchase of replacement items as necessary or required.
- To regularly ensure equipment in rooms is in both a good state and in good working order.
- To rectify any equipment related issues in IT rooms on a pro-active basis by way of regular checks, including the health and safety aspects such as protecting trailing cables
- Update ICT documentation including assets registers, software asset management records, user guides, ICT team procedures, password registers, etc.
- To provide first and second line IT and telephony support for users via email, telephone and face-to-face
- To provide school-based support for servers under the guidance of the centralised Infrastructure Team, including local eyes and ears assistance of ad hoc and regular maintenance tasks such as backup media
- Perform routine tasks on school-based infrastructure
- To install and upgrade hardware and software in line with licence entitlements
- To promptly resolve incidents and queries, escalating when required, documenting solutions and providing regular updates to users
- Liaise with 3<sup>rd</sup> Party support, assisting with diagnosis and solution of problems. Ensure security and controls are followed and promoted across the Trust
- To monitor stocks of consumables and advise ordering requirements
- To create, update and delete user accounts for systems managed by the ICT Department according to THPT procedures
- To maintain the school's audio visual equipment including ensuring the good working order of equipment used in classrooms and for assemblies and functions, making sure it is user friendly
- Assist with and input to department projects and change programmes
- Support aims and ethos of THPT, setting a good example in terms of dress, behaviour, punctuality and attendance
- Maintain confidentiality in and outside the workplace with particular regard to data on the partnerships computer systems
- Be pro-active in matters relating to health and safety
- Provide enhanced support during exam periods including ensuring PC-based exam candidates log on with unique restricted accounts