

Job Description

Job Title: IT Support Officer

Grade / Salary: Scale 5
(36 hours) (52 weeks)

Contract: Full time, Permanent

Line Manager: ICT Systems Manager

Main Objectives

- To support the Headteacher in implementing the School Improvement Plan and IT strategy
- To support the aims and objectives of the school
- To support the ICT Systems and Network Manager in the planning, organisation, management and development of the network infrastructures of both hardware and software
- To deputise for the ICT Systems and Network Manager when necessary
- To participate in the development, implementation and evaluation of the ICT Improvement Plan
- To provide first and second line support for all of the schools IT equipment

Key Responsibilities

Operations and Service Management

- Maintain an up-to-date inventory of ICT assets and support the management of mobile device usage and stock control.
- Troubleshoot and escalate network and infrastructure issues, assisting in system recovery and repair.
- Offer technical support during school events such as Open Days, parent evenings, and assemblies.
- Support Fortismere's MLE (currently Google Classroom) and ensure efficient daily operations.
- Maintain and update the school website and digital communication channels, ensuring accuracy and compliance.
- Assist with marketing initiatives such as digital content creation, flyers, posters and brochures ensuring consistency with the school's branding and values.
- Support online presence and engagement through platforms such as LinkedIn, school website and other digital media.
- Assist with both hardware and software troubleshooting, maintenance, and repairs.
- Administer and maintain the school's MIS, ensuring updates, backups, access levels, and user accounts are effectively managed.
- Log and monitor ICT support requests using the school's call log system to ensure timely resolutions.

• **Strategic and Technical Support**

- Collaborate with Headteacher to implement the ICT strategy aligned with the School Improvement Plan.
- Assist the Network Manager in planning, developing, and maintaining the school's ICT systems, infrastructure, and platforms (including MIS and cloud-based tools).
- Help drive forward the development of ICT communications and marketing strategies for all school stakeholders.
- Contribute to the evaluation and continuous improvement of the school's ICT infrastructure.
- Provide reliable first- and second-line technical support to staff, students, and wider stakeholders.

Network and Security Administration

- Support the safe storage, receipt, and installation of new ICT equipment and consumables.
- Assist in monitoring internet and email usage in line with the school's digital safety policies.
- Manage user access, onboarding and offboarding processes, and maintain network security.
- Regularly perform system backups and enforce data protection standards.

Reprographics Services

- Operate and maintain photocopiers, printers, and finishing equipment (e.g. binding, laminating, guillotines).
- Produce printed materials to meet the needs of staff, students and stakeholders, including worksheets, newsletters, exam papers, and displays.
- Ensure all requests for copying, printing, and finishing are completed accurately and within agreed timescales.
- Monitor and manage stock levels of paper, toner, and other consumables, placing orders as required.
- Liaise with external printing suppliers where large-scale or specialist jobs are needed.
- Assist in the creation and editing of documents and visual materials using software such as Microsoft Office, Adobe Acrobat, and design tools (e.g. Canva or Publisher).
- Support the production of materials for school events including Open Days, parent evenings, and award ceremonies.

Health, Safety, and Compliance

- Assist in the PAT testing of ICT equipment and ensure H&S practices are followed across ICT, AVA, and Reprographics.
- Undertake fire marshal responsibilities and support drills and evacuation procedures.
- Ensure compliance with safeguarding policies including filtering and monitoring tools aligned with *Keeping Children Safe in Education*.
- Stay informed of changes in health and safety regulations relating to ICT use and environment.

Other Duties/ Collaboration and School Development

- Support Blanche Nevile School's co-located ICT network and systems.
- Work closely with the Information Officer to support Freedom of Information and GDPR requests (including SARs).

- Be aware and comply with all relevant legislative requirements including Data Protection
- Promote inclusivity and equality, ensuring all ICT duties reflect the values of the school and the local authority.
- Take part in relevant training and continuous professional development to enhance your knowledge and contribution to school improvement.
- Undertake specific projects or other temporary duties consistent with the basic objectives of the post as required from time to time
- Perform any other duties necessary to aid the growth and development of the post
- Implement Haringey's and the Governing Body's Equal Opportunities Policy in all aspects of the work and duties associated with this post
- Support the school's commitment to safeguarding and promoting the welfare of children in school

Personal Attributes and Requirements

- Technically skilled and solutions-focused
- Proactive, well-organised, and a strong communicator
- Committed to data protection, equality, safeguarding, and accessibility
- Able to work independently while contributing effectively to a team
- Flexible, reliable, and dedicated to supporting an outstanding learning environment

This job description is a broad outline of responsibilities and may evolve over time to reflect the needs of the school. All changes will be made in consultation with the postholder.

Signed:

Dated:

April 2026