

Job Description

Job Title:	ICT Technician
Grade:	Level 5

JOB PURPOSE

To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

KEY DUTIES / RESPONSIBILITIES

1. Be responsible for the installation and maintenance of computer hardware and software
2. Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff
3. Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day
4. Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate
5. Support teaching staff / pupils in technical aspects of ICT
6. Maintain computer files by backing up / archiving and updating/deleting information as appropriate
7. Maintain and develop network
8. Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns
9. Resolve hardware / software technical issues.
10. Provides basic ICT training
11. Carry out desk-top publishing procedures
12. Provide bespoke ICT training for staff and pupils
13. Check and maintain stocks of ICT equipment
14. Ensure compliance with all current DPA Legislation
15. Be responsible for promoting and safeguarding the welfare of children and young people within the academy, raising any concerns following academy protocol/procedures

Person Specification

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PERSON SPECIFICATION

Minimum Essential Requirements - Evidenced by: **a:** application form **b:** test **c:** interview

	a	b	c
Knowledge and experience in a range of ICT system and software packages.			
Working at national occupational standards (NOS) for IT Users and knowledge / skills equivalent to current national qualifications in ICT Level 3 and / or vendor qualifications for the specific hardware / software used			
Up to date technical knowledge of ICT, equipment, services, facilities all hardware and software applications to support learning and management within a school environment. Knowledge / skills equivalent to national qualifications level 3.			