



The Hertfordshire & Essex High School  
and Science College



## JOB DESCRIPTION

<b>Job title:</b>	ICT Technician
<b>Reports to:</b>	Strategic Leader of ICT
<b>Contract Type:</b>	Full Time/Part Time, permanent
<b>Location:</b>	The Hertfordshire and Essex High School (Trust Wide Responsibilities)
<b>Date:</b>	April 2026

### Main Purpose of the Role

The main purpose of the ICT Technician is to play a part in the delivery of ICT at the Trust, working as part of the Network Support Team and to ensure that teaching & learning, as well as administrative functions are supported effectively.

### Duties and Responsibilities

#### Main areas of Responsibilities:

- To be the first point of contact for all incoming helpdesk queries resolving, where possible, within agreed time scales and escalating to the Network Manager where required.
- Trouble shoot hardware, software and network issues, escalating to the Network Manager where required.
- To support the Network Manager in efficiently and effectively maintaining and developing the ICT system and assisting with large scale system changes.
- Assist staff through providing technical support in classrooms and locations across the site.
- To record and maintain suitable stock levels for consumables for the Trust.
- To support staff in using and creating content using a variety of faculty specific software, such as Photoshop, Premiere, PowerPoint.
- To create high quality video, and images as requested by staff.
- To prepare media to be used for presentations, shows and concerts.
- To provide sound, lighting and ICT support for all school events (some of which will be outside school hours).
- To carry out any other ICT duties as directed by the Strategic Leader of ICT.

#### Line Management:

- To attend regular line management meetings.
- Informal meetings are arranged as the need arises.

### Supervision:

- The majority of this work will be undertaken without supervision. Matters of policy are discussed as the need arises with the line manager, by whom work is also monitored.

### Other responsibilities:

- All staff are expected to demonstrate consistently high standards of personal and professional conduct and are expected to abide by school policies and the expectations outlined in the HEMAT Code of Conduct.
- Staff may be asked to undertake occasional other, reasonable tasks at the request of their line manager.
- The school is committed to the safeguarding of children and all teachers are required to understand and follow any safeguarding policies and procedures that are in place.

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	Minimum of GCSE grade 4-9 (or equivalent) in English and Maths.	Evidence of recent professional development.
<b>Knowledge and Experience</b>	<p>Experience supporting a variety of operating systems including Windows 11, Windows Server 2016-2025, OS/X,</p> <p>Experience supporting a variety of productivity software: Microsoft Office, The Adobe Creative Suite Package.</p> <p>Experience supporting the use of a wide variety of devices including Apple and Android mobile phones and tablets.</p> <p>Experience working with wired networking technologies and wireless networking technologies.</p> <p>Basic understanding of the following Microsoft technologies: Active Directory, Group Policy Admin 365, Exchange Online and Entra. Microsoft Cloud Technologies such as Teams and SharePoint.</p>	<p>Knowledge of Arbor MIS.</p> <p>Experience in supporting interactive whiteboards, large format displays and projectors.</p> <p>Experience delivering sound and lighting for stage shows, which will include the use of digital programmable sound and lighting desks, wired and wireless microphones.</p> <p>Experience of SIP phone systems.</p> <p>Experience of Paxton Access Control systems.</p>
<b>Skills and Aptitudes</b>	The ability to work well under pressure and solve problems as they arise.	

	<p>Tenacious in achieving goals and managing distractions or setbacks.</p> <p>The ability to prioritise work effectively.</p> <p>Impeccable time management and organisational skills.</p> <p>Proven ability to take initiative and responsibility for your own output.</p> <p>Positive outlook and can-do approach.</p> <p>Excellent communication skills.</p> <p>A demonstrated ability to maintain high levels of confidentiality, particularly when handling sensitive student information related to safeguarding, behaviour, and academic performance.</p>	
<p><b>Other Requirements</b></p>	<p>A commitment to safeguarding children.</p> <p>A commitment to the school's mission and vision and strives for the highest possible standards at all times.</p> <p>Resilient and positive and willing to go the extra mile.</p> <p>A willingness to make a positive contribution to the school community.</p> <p>This role will involve work at several sites across Bishop's Stortford (currently Beldams Lane, Warwick Road and Penningtons), therefore access to a car and the ability to drive is essential for the postholder. Full UK driving License</p>	

This job description is not intended to be a comprehensive definition of a post. It may be subject to modification or amendment, in consultation with the post holder, to meet the changing needs of the school.