

Job Description

Job Title: ICT Technician

Hours: 37 hours per week, full time

Reporting to: Network Manager

Grade: 4

Overall purpose of the post:

- To support the provision of high quality and professional ICT support service to all staff and students within the Academy as and when required.

Main duties and responsibilities:

- Manage own workload through the allocation of calls via the helpdesk
- Providing first line ICT support to staff and students
- Assist with the maintenance of all ICT rooms and equipment
- Assist with general technical support for the ICT department
- Assist with the evaluation of new and existing software
- Attend and contribute to ICT related meetings
- Assist in the development of recording systems for ICT usage throughout the department
- Assist in keeping the ICT software/hardware inventories up to date
- Assist in providing technical support for staff presentations
- Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken
- Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation
- Install and configure software under the direction of the network manager
- To comply with the Academy's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns;
- To comply with Academy policies and procedures at all times
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation

Additional Responsibilities

- Dealing with any immediate problems or emergencies according to the Academy's policies and procedures
- Respecting confidential issues linked to home/students/teacher/Academy work
- Fire Marshall duties in the case of Fire and/or Emergency Evacuation were applicable

- Comply with the Academy's Child Safeguarding Procedures, including regular liaison with the Academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;
- Comply with the Academy policies and procedures at all times.
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

Personal Contacts

External: Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

Internal: Students, staff, Board and Academy Council members, parents and any other visitors to the Academy.