 ST MARY’S HIGH SCHOOL

**JOB DESCRIPTION**

Post Title: Senior ICT Technician

Hours: 37 hours per week full-time

Grade: H6 (14-19)

Responsible to: ICT Manager

**Personal and Professional Standards**

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All staff are to:

* support the aims and ethos of the school
* have regard to the Church of England character of the school and not to do anything in any way contrary to the interest of its foundation
* set a good example in professional dress and appearance, punctuality and attendance
* take responsibility for personal development and training as a consequence of the performance review cycle
* attend team and staff meetings as appropriate, contributing actively whenever possible
* provide a courteous, prompt and polite service to all members of the school community, including parents/carers, students, all staff, contractors and suppliers and other visitors
* actively contribute to the school’s mission statement by forming positive relationships within the school’s community and working collaboratively and in good humour with other colleagues as appropriate or when directed
* be aware and comply with all relevant policies and procedures within the school, particularly those relating to child protection, equality, health and safety and confidentiality. It is the duty of all colleagues to report breaches of school policies or procedures to the Headteacher

**Job Purpose**

* To deputise for the ICT Manager and be responsible for day to day ICT operations in their absence.
* To line manage and co-ordinate the work of any IT Technicians/IT Apprentices/student placements as required
* To contribute to strategic decision making in relation to ICT.
* To check and maintain the school’s ICT resource for safe, effective use by students and staff
* To keep appropriate records of hardware and software
* To maintain and repair ICT equipment and record support requests and actions taken
* To assist in maintaining all software applications used in school, both curriculum and administrative including the school’s MIS system
* To implement procedures and provide technical support in line with the school’s ICT support service definition
* Create, maintain and run computer programs (scripts) to increase the efficiency of network administration
* To ensure the security and integrity of the network
* To assist in advising on and organising all hardware purchasing to ensure maximum effectiveness and value for money;
* To set up ICT resources and equipment for school activities and events
* To support and advise students and staff in the appropriate use of ICT
* To assist in ensuring that legal and contractual obligations relating to ICT resources, systems and services are met including GDPR.
* To support, maintain and develop software involved in information provision to parent/carers eg Show My Homework, SIMS etc

**The installation and maintenance of the school’s ICT resources**

**Desktop & Application Support**

* Perform basic PC hardware repairs and upgrades.
* To regularly check the functionality of all classroom ICT equipment and take appropriate action
* Maintain common hardware found in school; install applications and trouble-shoot basic problems.
* Detect, diagnose and resolve PC, peripheral and application errors.

**Server & Network support**

* Install and maintain standard network cabling; perform basic diagnostic and recovery routines on network equipment; configure network clients with appropriate server information and software.
* Perform routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies.
* Provide technical support on the school’s intranet and web site
* Create, maintain and run computer programs (scripts) to increase the efficiency of network administration when required eg

    - ID creation

- User password management

- server monitoring

    - searching for, and managed archival of, ex-student IDs

    - management of controlled assessments.

* Create, maintain and run computer programs (scripts) to increase the efficiency of Office 365 administration when required eg

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    - management of controlled assessments.

**Health & Safety**

* Carry out basic safety checks.
* Follow relevant H&S procedures and raise awareness amongst staff, students and other users.

**The support and management of the school’s ICT service**

**Configuration & Installation**

* Follow acceptance test procedures for new ICT equipment.
* Update records of installed hardware and software; maintain a software library and store original copies of installed applications
* To undertake complex desktop / laptop and network repairs and diagnostics

**Communication and Information Systems**

* To maintain, repair and assist in the development of the School’s:

- electronic signage system

- IP telephone system

- mobile phone devices/system

- e-mail system

- WIFI / Mobile solutions

**Continuity, Maintenance & Security**

* To security mark all new IT equipment and check that it has been received in working order. To provide information to the Finance Office for recording on the equipment register
* Investigate incidents of damage to ICT equipment with the aid of surveillance equipment and take appropriate action.
* Follow routine maintenance procedures.
* Follow school backup, virus protection and security procedures.

**Support Request Management**

* Record accurately support requests and outcomes
* To set up ICT resources and equipment for curriculum use, school activities and events
* Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.

**Logistics, Administration and Other**

* To help maintain an accurate asset record of all ICT equipment and a log of all software licenses.
* To notify Finance before any disposal of equipment for recording in the equipment register
* To order stationery, hardware and software for the ICT department.
* To liaise with the ICT Manager and external agencies such as Herts County Council, IT support companies and computer manufacturers as required.
* Provide support and develop special analysis reports for staff.
* To meet the requests from staff for the use of portable devices including transportation and deployment of mobile computer and iPad storage cabinets.
* Provide support, setup and run IT equipment during school events eg Act of Worships/Assemblies; productions, Secondary Transfer etc
* To provide CCTV footage as requested for internal and external use eg requests by the Police
* To maintain and develop photocopying and printing processes including scanning in a cost effective manner
* To assist the ICT Manager with ICT procurement in association with Finance.

**Educational Support**

* Provide support and assist in developing lesson plans and learning aids for the staff and students.
* Undertake task to facilitate the delivery of the curriculum eg transfer pictures and movies from iPads.

**The development of the school’s ICT service**

**Strategy & Planning**

* Identify possible ICT requirements and solutions.

**Budget & Team Responsibilities**

* Work as part of a team and adopt flexible working practices.
* To provide ICT support at school events outside of normal hours (extra payments will be made) eg Secondary Transfer Evening, Prize Giving etc

**Postholder’s Requirements**

* Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities to maintain your own professional development
* Support staff and students in the use of ICT resources through direct interaction and by producing simple help sheets.
* Make routine contacts with external contractors and suppliers.
* Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.

**Safeguarding**

* To take responsibility for promoting and safeguarding the welfare of children and young persons
* The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

November 2021