

St. John's Catholic Comprehensive School

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| Role Profile | ICT Technician |
| Reports to | Technical Support Line Manager |
| Grade | Kent Range 3 – 5 (depending on experience) |
| Job Purpose | To work between the primary and secondary school sites to support the use of ICT through the maintenance of ICT software, hardware and related equipment; providing support to staff and pupils to ensure administration and learning outcomes are maximised. |
| Accountabilities | <p>To be responsible for the following:</p> <ul style="list-style-type: none"> • The installation and maintenance of computer hardware and software. • Efficiently resolving hardware and software technical issues. • Updating the IT Technical web portal with important information as required. • Maintain and develop the use of equipment used for teaching and learning, such as Interactive White Boards and Video Conferencing, in all classrooms and specifically in suited computer rooms. • Ensure dedicated ICT equipment is ready for use each day and that it is in good working order at the end of each day. • Check hardware regularly, repairing simple faults or reporting more complicated faults to a specialist technician / audio-visual service / contractor as appropriate. • Undertake weekly asset checks of ICT equipment, maintaining records and referring any missing items to the Technical Support Line Manager. • Support teaching staff / pupils in technical aspects of ICT. • Maintain computer files by backing up / archiving and updating/deleting information as appropriate. • Support the implementation of password changes and management of user accounts for both staff and students. • Support the use of printing equipment and take a leading role in the running of the school's reprographics service. • Support in the maintenance and development of the network. • Support adherence to ICT policies, including those relating to safeguarding and internet usage, Data Protection and Information Management (including data transfer) and report any concerns. • Set up the equipment for school events and assemblies as required. • Provide basic and bespoke ICT training to staff and/or students. • Any other duties as may be reasonably requested by the Technical Support Line Manager. |

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| Knowledge & Skills | <p>The postholder should possess the following knowledge and skills:</p> <ul style="list-style-type: none"> ▪ Have a formal qualification at Level 3 in an ICT discipline or equivalent demonstrable experience. ▪ Ability to communicate with staff and pupils at all levels, verbally and electronically. ▪ Experience of computer network/systems within an organisation (experience of a similar post in a school or college would be an advantage). ▪ Full understanding of the Data Protection Act, Freedom of Information and School Policies. ▪ Be able to organise, prioritise and manage a workload effectively. ▪ Work effectively as part of a team. ▪ Be willing to work flexibly when the situation requires. ▪ Have the ability to adapt to an ever-changing environment. | |
| Personal Qualities | <p>Emotional self awareness Accurate self-assessment Self confidence</p> <p>Emotional self control Transparency Adaptability Achievement orientation Initiative Optimism</p> | <p>Empathy Organisational awareness Service orientation</p> <p>Developing others Team work and collaboration</p> |