



Job title:		ICT TECHNICIAN		Grade:	5
Reports to:		Technical Services Manager (IT) / Snr ICT Technician			
1.	MAIN PURPOSE OF JOB To check and maintain the school's ICT resource for safe, effective use by pupils and staff, providing basic technical support.				
2.	CORE RESPONSIBILITIES, TASKS & DUTIES:				
	i.	Connects, sets up and checks PC's and peripherals for normal operation.			
	ii.	Performs routine maintenance tasks, including installation of basic software packages and setting up common options.			
	iii.	Performs basic PC hardware repairs and upgrades.			
	iv.	Maintains common hardware found in school, install applications and trouble-shoots problems.			
	v.	Carries out routine maintenance procedures eg installs service packs.			
	vi.	Assists in the maintenance and development of school's ICT networks, including school backup, virus protection and security procedures.			
	vii.	Maintains the school's intranet and website by uploading pages and files as required.			
	viii.	Carries out basic safety checks, including some portable equipment testing.			
	ix.	Follows relevant Health and Safety procedures and raise awareness among staff, pupils and other users.			
	x.	Diagnoses and resolves basic PC, printer, peripherals and software faults.			
	xi.	Perform basic routines for checking status of both PC suites and individual computers.			
	xii.	Provides advice and support to staff and pupils in the use of ICT resources.			
	xiii.	Supports the work of departments in the form of classroom displays, photocopying, stocktaking etc			
	xiv.	Trains staff on how to use ICT equipment and programmes.			
	xv.	Maintains adequate supplies of consumables and replace as necessary.			
	xvi.	Makes sure all users have access to ICT resources by setting up new user accounts and passwords and email groups			
	xvii.	Complies with all relevant school policies and legislation, maintaining appropriate records.			
3.	SUPERVISION / MANAGEMENT OF PEOPLE No direct reports				

4.	CREATIVITY & INNOVATION The work is generally governed by guidelines, policies, procedures and systems and most problems and challenges are fairly routine. The postholder is also involved in and contributes to the creation, development and amendment of associated school policies procedures and guidelines.
5.	CONTACTS & RELATIONSHIPS Internal The postholder provides a support service to support staff, teaching staff and pupils. The relationships are mostly straightforward but there is the potential for conflicting demands which need to be managed. External The postholder is responsible for contacting LA/Council advisers and external contracted staff as and when necessary.
6.	DECISIONS – discretion & consequences Discretion Postholder makes decisions on whether it is appropriate to repair damaged equipment or replace it, and how best to prioritise work. The postholder may also have to decide how best to deal with faults on the system, balancing the disruption to staff and pupils against the risk of a delay causing longer term damage. Consequences The decisions made by the postholder help to minimise the disruption to pupils' education and the work of administrative and teaching staff.
7.	RESOURCES – financial & equipment <i>(Not budget, and <u>not</u> including desktop equipment.)</i> Responsible for the repair, proper use and safekeeping of high cost equipment.
8.	WORK ENVIRONMENT – Work demands The work is subject to interruption to the programme of tasks and handling conflicting demands which requires prioritisation of tasks. Physical demands Work requiring normal physical effort, occasionally requiring periods of considerable effort in awkward postures. Working conditions Work is normally performed in a heated, lit and ventilated indoor environment. Work context Work involves minimal risk to personal safety, protective equipment and training is provided.

9.	KNOWLEDGE & SKILLS It is necessary to have a thorough knowledge of ICT hardware, software and operating systems. Postholder would require knowledge and experience of: • Fault finding and resolution • Overcoming common user errors • Installation of software • Health and Safety • Setting up systems • Demonstrating the correct use of equipment and systems The post holder also needs the following skills and attributes: • Communication skills (especially listening skills) • Patience, sensitivity and tact • Manual dexterity • Training skills • Problem solving skills
10.	Position of Job in Organisation Structure <pre> graph TD TSM[Technical Services Manager] --> SIT[Senior IT Technician] SIT --> ThisJob[This job] SIT --> IT1[IT Technician] SIT --> IT2[IT Technician] </pre>

Job Description agreed by:	Name:	Signature:	Date:
Job Holder			
Manager			