

## **JOB DESCRIPTION – IT Technician**

Next review: January 2023

**Salary:** Scale 3, Point range 5 - 6 £19,312 - £19,698 per annum FTE

**Hours:** 37 hours a week, either full time or term time only  
Monday to Thursday 8am – 4pm and Friday 8am – 3.30pm

### **Line of Responsibility**

The IT Technician is directly responsible to the Team Leader/Line Manager

### **MAIN PROFESSIONAL DUTIES**

#### **Strategic Purpose**

To ensure comprehensive technical support for ICT curriculum/admin support.

To improve cross-curricular standards and achievement by facilitating the efficient use of ICT, allowing flexible, progressive and innovative teaching and learning methods to be developed and deployed.

#### **Main Duties and Responsibilities:**

- Provide fault diagnosis and repair of all ICT equipment at 1st and 2<sup>nd</sup> line.
- Assist the Senior Technicians/Team Lead in the daily maintenance of key ICT systems and infrastructure.
- Where necessary, assist other technicians in the maintenance and fault resolution of hardware and software.
- Assist in project-based work.
- Assist in the setup and implementation of new systems across the site including all relevant documentation and training for members of staff.
- To take responsibility for the effective management of all software deployed.
- Comply with all relevant regulatory, licensing, confidentiality and Health and safety legislation.
- Install updates, archive data and assist with data export for Academy administration systems.
- Ensure web/email services are efficiently maintained.
- Assist in the management and configuration of all server-based systems including Active Directory.
- Liaise with external agencies in order to resolve technical issues if and when required.
- Identify, prepare and deliver training to staff as required.
- Maintain stocks following school procedures.
- Work with other departments on small projects across the academy
- Any other tasks considered reasonable by the Team Leader/ Senior Technicians.

#### **iPads:**

- Assisting students with any queries they may have regarding their new iPads.
- Resetting/wiping iPads if required.
- Liaising with staff regarding any iPad queries that may arise from Students.
- Liaising with SLG member responsible for T&L using ICT regarding any parental/student queries that may arise.
- Maintaining a system if loan iPads are given to ensure they come from the correct PO of iPads.
- Liaising with the Principal's PA on the restriction of internet for certain students at home.

- Logging damaged iPad queries on the Dashboard.
- Ensuring that iPads are ready for collection when required by the insurance company.
- Maintaining records on the Dashboard to ensure that the correct pupil receives their replacement iPad when repaired.
- Generally, assist with basic technical queries raised by both Students and Staff regarding iPads.

#### **Meetings:**

- To meet and work with key colleagues and teams.
- To attend, contribute to team meetings as appropriate.

#### **General**

- The post holder will attend school events as required.
- The post holder will attend training sessions as required.

#### **Conditions of employment**

- The above responsibilities are subject to the general duties and responsibilities contained in the written statement of conditions of employment (the Contract of Employment).
- The post holder is required to support and encourage the College ethos and its objectives, policies and procedures as agreed by the governing body.
- The post holder shall uphold the College's policy in respect of child protection and safeguarding matters.
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- The post holder shall be subject to all relevant statutory and institutional requirements.
- The post holder may be required to perform any other reasonable tasks after consultation.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.
- All members of staff are required to participate in the College's Performance Management scheme.