



ST. ANNE'S
R.C. VOLUNTARY ACADEMY

Job Description

Post Title	ICT Technician
Salary scale	Grade 5 Point 12-17
Hours of work	37 hours per week, full time full year
Reports to	Business Manager

Responsibilities

- To support the provision of high quality and professional ICT support service to all staff and pupils within the Academy and maintain hardware and software used by staff and pupils.

1. Technical ICT Support

- Provide first line ICT support to staff and pupils.
- To set up workstations in required locations ensuring that systems are switched on, ready for use and operating correctly.
- To assist in providing first response support for application software and hardware problem-solving.
- Manage own workload through the allocation of calls via the helpdesk.
- To provide assistance to teachers, students and other members of staff in the basic use and setting up of computer equipment, software and procedures.
- To install new software, hardware upgrades and replacement components as required
- To provide basic maintenance and cleaning support for all computer equipment and networks, including the connection and commission of new equipment, and security marking.
- To assist in the preparation of material and equipment required for teaching to include the reproduction, printing and downloading of materials.
- To carry out basic disc management on both file servers and workstations, restoring data as necessary and operating specified back up procedures.
- To administer access security through operating user ID, password and access rights systems.
- To assist with the maintenance and development of school's intranet and internal systems.

- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

2. Website, e-communication/marketing

- To maintain the school website
- Responsible for uploading materials from faculty departments and ensure statutory documents are current and accessible.
- To ensure all documents are presented appropriately, formatted and in line with the school's quality standards.

3. Health and Safety

- Carry out routine Health and Safety checks on ICT, reprographics, and audio visual equipment reporting to relevant senior manager.
- Where appropriate, undertake electrical testing of portable electrical equipment maintaining all associated paperwork

4. Advisory

- To operate a loan system for equipment internally and with other schools, advising on suitability of equipment and experiments
- Maintain awareness of current developments through appropriate training.
- To assist in supporting/advising students

5. Administration

- To operate an efficient system for the storage and distribution of hardware software discs and associated documentation (including loans and bookings).
- To maintain appropriate inventory and cataloguing systems for new, existing and obsolete stock.
- To organise for the repair and/or replacement of ICT, reprographics, and audio visual equipment including liaison in the external suppliers and in consultation with senior management.
- To make petty cash purchases and/or requisition for stock in line with the schools established financial and authorisation procedures.
- Support data integrity within the school.
- To receive and check deliveries and associated invoices

The ICT Technician will be required to safeguard and promote the welfare of children and young people, and follow school policies and the staff code of conduct.

Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the school office manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher.

ICT Technician – Person Specification

[A] Training and Qualifications

	Essential or Desirable	How/when measured
Level 2 qualifications in English and Maths or equivalent	E	A/I/R
Willingness and ability to obtain and/or enhance qualifications and training and development in the post	E	A/I/R

[B] Knowledge and Experience

Experience of working in an IT support role	E	A/I/R
Experience Active Directory and user account management	E	A/I/R
Good understanding of current software operating systems.	E	A/I/R
Experience of network protocols and VLANs	D	A/I/R
Exposure to automated OS and software deployment techniques	D	A/I/R
Experience with anti-virus software	D	A/I/R
Experience of connecting mobile devices to centralised services	D	A/I/R

[C] Professional Knowledge and Understanding

Applicants should be able to demonstrate a good knowledge and understanding of the following areas relevant to the phase and to Catholic education:

	Essential or Desirable	How/when measured
Ability to effectively communicate with a wide range of audiences	E	A/I/R
Ability to respect and maintain confidentiality and security	E	A/I/R
Ability to think creatively and solve basic problems	E	A/I/R

[D] Personal and Professional Skills, Qualities and Attributes

Applicants should be able to provide evidence that they have the necessary qualities and attributes required by the post. These qualities may be demonstrated in a letter of application; however, it is more likely that they will be more fully assessed during the interview process and from the references. Within the context of a Catholic school applicants should be able to demonstrate:

	Essential or	How/when measured

	Desirable	
Commitment to developing and enhancing the schools Catholic Ethos	E	A/I
Willingness to undergo appropriate checks, including enhanced CRB checks	E	A/I/R
Good communication skills	E	I/R
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E	A/I/R
Understanding of inclusion and how it applies in a school setting	E	I/R
Excellent interpersonal skills	E	I/R
Ability to be reflective and self-critical	E	I/R
Potential for further development	E	A/I/R

[E] Application Form and Letter

*The appropriate application form should be **fully completed** and legible. The letter should be clear, concise and related to the specifics of the post identified as 'A' above. It should be no more than two sides of A4 in size 12 font.*

[F] Confidential References and Reports

Up to three referees should be nominated.

Only written references and reports should be provided and these should include a strong level of support for relevant professional and personal knowledge, skills and abilities referred to above. They should also provide:

A positive and supportive faith reference from a priest where the applicant regularly worships.	D
A positive recommendation from current employer	E