

Holme Grange School



Job Description & Personal Specification Information Communication Technology (ICT) Technician

Job Description – ICT Technician

A. Responsible to

- Mr A Bhatti (Director of Digital Strategy)
- In performing the roles listed below the Technician will work in conjunction with the Head of ICT, the School's IT Support Consultant, and the School's Senior Management Team (SMT).

B. Main Purpose of the Post

- To provide a high standard of support for the school's ICT that is responsive to the school and staff's needs by being responsible for the management, maintenance and development of all aspects of ICT within the School and support for staff and for teaching and learning. The Technician will ensure our infrastructure is well maintained, embraces best current practice and developments are forward thinking. The Technician needs to be proactive and able to communicate well.

C. Main Responsibilities (Key Areas)

The role may cover the following key areas:

Technical ICT support

- Resolve technical problems as quickly as possible.
- Ensure that backup is working and complete a test recovery.
- Ensure on-going technical problems are logged and tracked in the correct system.
- Create network shares and manage access and permissions.
- Install new software, hardware, peripherals, upgrades and components.
- Secure, security code and ensure the safe set up of new equipment.
- Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
- Install new software, hardware, peripherals, upgrades and components
- Deliver hardware and resources to work areas and classrooms as required.
- Deliver school events and productions via live streaming software applications e.g. Vimeo Live Studio

D. Maintenance

- Develop a maintenance schedule for all computer hardware & software and networks, and ensure that it is followed.
- Manage the structure of the School intranet and internal systems and contribute to their development of other e-learning solutions.
- Support the implementation of MIS solutions as required.
- Detect, diagnose and resolve most PC, printer and peripheral device faults. Perform a wide range of hardware upgrades.
- Interpret diagnostic information, prioritise resolution & determine whether external support is required. Maintain electronic mail accounts and implement where appropriate.
- Ensure school policy on staff and pupil access to data and files is implemented.
- Provide advice, guidance and assistance to teachers, pupils and other members of staff on developing their use of ICT in school.

- Under the guidance of a Teacher use specialist skills and experience to support individuals or groups of pupils working on practical aspects of the course.
- Produce material and equipment required for teaching as requested, including printing, downloading of support material, work sheets and help sheets.
- Identify software, hardware and working practices required to fulfil the functional specification as defined by school staff.
- Plan & implement changes to elements of the ICT service as required.
- Take overall responsibility for the promotion and observance of a safe working environment in the specialist work area including risk assessments, review of safety procedures & distribution of safety information for all personnel using specialist work areas - including cleaners, where appropriate.
- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

E. Administration and supervision

- Maintain an up-to-date and maintain inventory of ICT hardware, software & licences in school.
- Be responsible for an efficient stock control system and associated records. Order equipment and supplies for use within the School, negotiate with suppliers to secure best value for goods & services.
- Maintain records of accounts in line with recognised financial procedures. Purchase local supplies for use within the Department (petty cash) in line with Financial Procedures.
- Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies.
- Provide management information as required.

F. Standard Duties

- Guide teachers, pupils and TAs to ensure that correct and accurate information is being communicated during lessons and to aid the learning process.
- Train teachers, in association with the Head of ICT, on ICT so that they can deliver their lessons successfully.
- Work with the Head of ICT and the School's IT Support consultant to develop school schemes of work, assessment of ICT and portfolios.
- To actively promote the equalities and diversity agenda in the workplace and in service delivery.
- To be familiar with customer care, data protection and health and safety policies and raise awareness amongst staff and pupils.
- To improve one's own practice through training observation, discussion with colleagues and performance management.
- To keep abreast of current hardware and software developments and provide advice on the best product for a given task.
- To attend, participate and on occasions lead in meetings / training as required.

These areas are not all applicable all of the time and the list is not exhaustive. The job will evolve over time and these areas will be reviewed, notably if we move to 'cloud based' technology.

Holme Grange is committed to safeguarding and promoting the welfare of children. Applicants for all jobs will undergo appropriate child-protection screening including checks with past employers and the Disclosure and Barring Service (DBS) check to enhanced level. A Prohibition Check is also carried out. Holme Grange School is an equal opportunities employer.

Holme Grange School - Personal Specification

ICT Technician

The skills and attributes that follow are essential to the role of the Science and ICT Technician. The Technician is expected to apply them, singly and in combination, in relation to each of the key areas in the Job Description.

A. Communication skills

The ability to make points clearly and understand the views of others

The Technician should be able to:

- Apply a personable and cheerful manner with the ability to communicate clearly, concisely, both verbally and in writing to colleagues and children.
- Demonstrate integrity, discretion and confidentiality
- Negotiate and consult effectively.
- Manage good communication systems.
- Demonstrate a high level of computer literacy.
- Develop, maintain and use an effective network of contacts.

B. Self-management

The ability to plan time effectively and to organise themselves well

The Technician should be able to:

- Demonstrate a high level of loyalty and professional conduct.
- Work well as part of a team to make an active contribution towards the team goals
- Prioritise and manage their time effectively within a changing, pressurised working environment.
- Be self-motivating.
- Achieve challenging professional goals.
- Take responsibility for their own professional development.

C. Decision making skills

The ability to investigate, solve problems and make decisions

The Technician should be able to:

- Collect and weigh evidence, make judgments and take decisions.
- Analyse, understand and interpret relevant information and data.
- Think creatively and imaginatively to solve problems and identify opportunities.
- Demonstrate good judgment.

D. Previous experience

The ability to transfer effective ICT skills and experience to the role

The School Technician should ideally have had a high level of previous experience within all (or certainly most) of the following areas, applications and skills:

- Worked within ICT
- Managed a network
- Worked as an ICT Technician
- Ability to share good practice with staff and children
- Worked in a school and understand ICT requirements in education
- Experience of working in Microsoft/Google and Apple environments e.g. Google Classroom, O365
- Experience of using Video conferencing platforms e.g. Zoom and Microsoft teams

E. Criminal Record

An **enhanced DBS** Disclosure is required.