

# ICT Technician Application Pack



The next exciting chapter  
of your career starts here.

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*'By prioritising staff well-being and providing useful professional development, staff feel more empowered'*

*'Determined and consultative leadership'*

*'You have created greater pride in the school amongst staff and the wider community'*

*'Trust leaders share your high expectations for pupils' education and welfare'*

*Ofsted 2021*

## Information Regarding the Role

**Court Fields School employment opportunity:**

**ICT Technician**

From 4th January 2022

37 Hours per week

All year round

Grade 13 (Actual annual salary £19,698 - £21,748)

**Closing date for applications:  
Midday Monday 6th December 2021**

We are looking to appoint an enthusiastic ICT Technician to join a flexible, hardworking team who are responsible for ensuring all ICT systems, along with digital resources and software are well maintained to support a high standard of teaching and learning across The Castle Partnership Trust.

The position is based at Court Fields School but is also required to support all schools within the trust so the ability to travel within sites is essential.

The ideal candidate will have a strong aptitude for IT that can be applied across an array of technologies. The ability to problem-solve is vital alongside a degree of resourcefulness to use what is available to provide solutions within set timeframes and budgets.

Appointment is from 4th January 2022

CVs are not accepted, please complete the application form in full.

**Closing date: Midday on Monday 6th December 2021**

# Job Description

The Trust's aims and values are fundamental and each member of staff will be expected to promote and develop these in all aspects of her/his work. All duties should be exercised in the context of these aims and values and in line with the Trust's policies.

The Conditions of Employment of Teachers (contained in the School Teachers' Pay & Conditions Document) and the Teachers' Standards Frameworks produced by the Teacher Training Agency form part of job descriptions for teachers.

In line with both the complex nature of the roles carried out and the priority placed on development and improvement in all aspects of our work, job descriptions are written in terms of outcomes rather than simply a list of specific tasks.

The post holder shall perform, in accordance with any directions, which may reasonably be given to them by the Headteacher from time to time, such particular duties as may reasonably be assigned to them.

The generic job description, which follows, outlines the main areas of responsibility. There will be particular areas of responsibility and accountability, which will be negotiated with the successful applicant based on their strengths and the needs of the Department.

**Post Title:** ICT Technician

**Reporting to:** Trust Network Manager and School Business Manager

**Hours:** 37 hours per week  
All year round

**Salary Grade:** Grade 13 (Actual annual salary £19,698 - £21,748)

## **Job Purpose**

The main duties for this post include: -

- This position will be based at Court Fields School but is also required to provide support to all schools within the Trust as directed, including travelling to other sites as needed.
- To develop and maintain the Academy's websites and cloud platform, including supporting teaching staff with training and awareness.
- To assist in maintaining the ICT network and systems including servers and Wi-Fi.
- To ensure the smooth running of the Academy's ICT network in the absence of the Network Manager.
- To provide 1st and 2nd line support for all users, curriculum and administrative.
- To support the use of the Academy's audio & visual systems.

# Job Description (Continued)

## Key Tasks

### **Organisational Duties**

Under the guidance and oversight of the ICT Network Manager:

- Assist in maintaining an effective and comprehensive maintenance and repair service in relation to all hardware systems.
- Assist in the installation and upgrading of computer hardware and software as required.
- Assist with the security of all software and system data. This will include involvement in the operation of effective and consistent back-up procedures and the organisation of staff and student user ID and password information.
- Assist the Head of ICT and ICT Network Manager in the analysis and review of new software and advising staff on suitability/ relevance/potential for the support of effective teaching and learning.
- Maintain an up-to-date working knowledge of relevant ICT issues and equipment, attending training courses etc. as necessary on an on-going basis to facilitate continuing professional development and the cascading of information to ICT colleagues.
- Assist in the implementation, maintenance and upkeep of various aspects of both the School website, Google and Office 365 (Cloud Services).
- Assist in ensuring that the ICT infrastructure continues to develop flexibly in response to an ever-changing ICT curriculum.
- Participate in ICT-based staff development and training, both as a trainer and a trainee where appropriate.
- In the absence of the Network Manager, confidently maintain and support the Academy's servers and networked systems.
- To maintain professional knowledge related to the maintenance, support and upgrading of the Academy's servers and networked systems.

## Job Description (Continued)

### ICT Facilities

Play a lead role in the provision of ‘on call’ technical support throughout the school as necessary. This will include:

- To respond to and resolve ICT faults.
- To assist in administering user accounts and email.
- To install, upgrade and manage wireless network.
- To provide support to users of the Academy’s Management Information System and other administrative software.
- To provide support to students and staff in accessing the ICT system, both in school and remotely, and providing advice for home computer use.
- On an occasional basis, by prior agreement, being available to provide technical back-up for evening and school holiday ICT classes’ e.g. adult education, family learning activities etc.
- Assisting in monitoring acceptable use of ICT facilities, in particular Internet and email activities in lessons.

### To assist in maintaining the Academy’s ICT network and systems.

- To assist in providing support for the Academy’s servers and network structure.
- To provide hardware and software support for all computers.
- To monitor server back-ups to ensure system and user data is protected and secure.
- To assist in the monitoring of the Academy’s networks, including physical and network security, anti-virus and E-safety.
- To maintain all peripherals within the Academy.
- To assist in the installation and maintenance of all software on computers.
- To maintain site documentation to ensure accuracy of information, including inventories

### Audio/Visual Facilities

Play a prominent role in some of the essential tasks connected with the school’s increasing use of digital audio/visual technology. Most significantly, this will include the following:

- Provide technical assistance to staff in relation to the effective operation and utilisation of interactive whiteboards, digital projectors, digital video cameras, audio facilities, visualiser etc.
- To assist in the setup and maintenance of the Academy’s audio and visual equipment for assemblies and meeting rooms.

# Job Description (Continued)

## Clerical/Administrative Duties

Under the guidance and oversight of the ICT Network Manager:

- Assist in maintaining a log of all faults and failures in relation to hardware and software
- Maintain an up-to-date, accurate and comprehensive inventory of all ICT-based hardware and software - liaising with the ICT Network Manager and School Business Manager as necessary to ensure that records are compiled in a format which facilitates insurance and security-marking requirements
- Assisting in monitoring and maintaining optimum levels of ICT-based software and materials, placing orders for replenishment as necessary in consultation with the ICT Network Manager and Head of ICT
- Assisting in maintaining a log of all faults and failures in relation to hardware and software

## Support pupils during learning activities

Provide support for learning activities

- Obtain equipment and ensuring the necessary resources are at hand for students to participate within lessons
- Provide help with learning tasks (after school ICT Clubs)

## Review and develop own professional practice

- Participate in the Academy Performance Management and take advantage of any development opportunities.
- Set personal targets and attend any relevant courses/in-service training

## Working as a member of a team

- Contribute effectively to the planning of joint actions within the team
- Refer matters beyond competence and role to other professionals in the Academy
- Interact appropriately and professionally with teachers, colleagues and parents/carers
- Carry out other reasonably requested duties as determined by the ICT Network Manager
- An awareness of Academy policies in relation to the position held

## Job Description (Continued)

### Health & Safety

All employees are responsible for:

- Compliance with safety rules and procedure as laid down in their area of activity.
- Ensuring that they take reasonable care of their own health and safety and hence avoid injury to themselves and to others by act or omission whilst at work.
- Using protective clothing or clothing as may be provided.
- Reporting promptly all sickness, accidents, unsafe working conditions or practices and dangerous occurrences of which they are aware.

**PLEASE NOTE: THE ROLE WILL INVOLVE SOME MANUAL HANDLING OF EQUIPMENT AROUND THE ACADEMY SITE AND THE MAINTENANCE/ INSTALLATION OF EQUIPMENT WHICH MAY OCCASIONALLY INVOLVE WORKING AT HEIGHTS ON LADDERS, SCAFFOLD TOWERS, POWERED LIFTS, ETC.**

This job description is current at the date shown but in consultation may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the salary grade and post title.

This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. All staff will be required to attend regular training and update sessions. This post is subject to a satisfactory Disclosure Barring Service (DBS) Enhanced Disclosure check.

## Application Process

Applications should be emailed to [tmorcom@educ.somerset.gov.uk](mailto:tmorcom@educ.somerset.gov.uk) or posted to:

Mrs Tracey Morcom  
Cover Manager & HR Assistant  
Court Fields School  
Mantle Street  
Wellington  
Somerset  
TA21 8SW

**The closing date for applications is Midday Monday 6th December 2021**

*The Castle Partnership Trust is committed to safeguarding and promoting the welfare of children and young people and expects all who work here to share this commitment. The successful candidate will be subject to employment checks, including an Enhanced DBS disclosure.*

# Achieve. Belong. Participate.

