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| **IT Technician – Curriculum Support**  **G4** |  |

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| **Job purpose:** | Pro-actively support Teaching & Learning in the use of G-Suite  To maintain efficient and effective computer systems  To ensure students and staff are well supported in their activities  Support and Develop BYOD  Carry out ongoing checks of all IT equipment  Supporting the school Network Manager in maintaining the school IT systems | | |
| **Reporting to:** | Network Manager/School Business Manager | | |
| **Hours of work:** | Full-time – term-time only | | |
| **Liaising with:** | SLT and Teaching & Support staff within the school, IT support contractors | | |
| **Grade of post:** | G4 |  |  |
| Disclosure level: | Enhanced | | |

| **Job Outline** |
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| * To provide support and assistance for teachers, pupils and other staff members on the basic use and setting up of equipment and/or software. * To be responsible for setting up audio/visual equipment ICT equipment and data logging devices for use in lessons. * To ensure the health and safety of pupils at all times. * To ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements. * Pro-actively supporting with hardware setup and problems that arise * Pro-actively supporting users with new software * Promote the use of new and existing technologies and supporting staff * Act as a conduit between technical support services and the wider staff team |

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| **Main Duties**   * Pro-actively check equipment across the school, repair and report problems as necessary * Support with the installation of new software, hardware, peripherals, upgrades and components. * Under instruction run network monitoring reports and utilities, informing manager of any issues. * To assist in maintaining user accounts and permissions, resetting logins for staff and students. * To maintain standard network cabling. * Respond, record and perform basic diagnostic and recover routines on network equipment, reporting any issues. * Follow detailed instructions to configure network clients including software installations and imaging PC’s/Chromebooks. * To assist with the implementation and maintenance of electronic mail accounts. * To assist in the maintenance of an up to date inventory of ICT software and licences in school. * Maintenance of networked printers * Keeping clearly documented records * Supporting and promoting BYOD * Support the use of the School Information Management System and data transfer. * Provide “helpdesk” support to specified departments. * Ensure the maintenance and security of centrally-held audio visual equipment and devices. * To assist in the development of a digital signage solution to disseminate information to staff and pupils. Following implementation to support and maintain the system ensuring information is relevant and up-to-date. * To assist in the production of ICT and audio visual resources to be used within classrooms or on the school website. * Help and support all departments in using and understanding all forms of Digital Media. * Other duties consistent with the grade of the post as may be requested |
| **Support for the School:**   * To be aware of, and comply with, the policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. * To contribute to the overall ethos, work and aims of the school. * To participate in training, other learning activities and professional development as may be reasonably directed. * To carry out any other duties commensurate with the grade and job title as directed by the Headteacher. |
| **Health and Safety Training**  To undertake Health and Safety Training on areas within the designated work area. |

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| **Person Specification / Selection Criteria**  **IT Technician – Curriculum Support**  **G4** |  | |
| **Person Specification** |  |

**A. Experience**

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|  | **Essential** | **Desirable** | **Source**  **A = Application**  **I = Interview**  **R = References**  **T = Task/Observation**  **P = Presentation** |
| Basic experience of working in ICT or general technician/resource support | E |  | A, I, |
| Previous experience of working in a school environment |  | D | A, I |
| Previous experience of working with children of a relevant age |  | D | A, I |

**B. Training and Qualifications**

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|  | **Essential** | **Desirable** | **Source** |
| NVQ Level 2 in ICT/technical discipline or willingness to work towards within an agreed timescale | E |  | A, I |
| Basic Health & Safety Certificate or willingness to work toward within an agreed timescale | E |  | A, I |
| Willingness to undertake basic first aid |  | D | I |

**C. Knowledge and Understanding**

Applicants should be able to demonstrate knowledge and understanding of the following areas relevant to the post.

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|  | **Essential** | **Desirable** | **Source** |
| Understanding of responsibilities of a school technician | E |  | A, I |
| Knowledge of computer/ICT systems | E |  | A, I |
| Understanding of the national/foundation stage curriculum and other basic learning programmes. |  | D | A, I |
| Ability to use initiative to respond to and resolve routine problems | E |  | A, I |
| Understanding of relevant policies, codes of practice and awareness of relevant legislation |  | D | A, I |
| Understanding of COSH requirements |  | D |  |
| Knowledge of Health and Safety requirements | E |  | A, I |

**D. Personal Skills, Abilities and Competencies**

Applicants should be able to provide evidence that they have the necessary skills and abilities required.

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|  | **Essential** | **Desirable** | **Source** |
| Good presentation skills | E |  | A, I |
| Good communication skills in order to relate well to pupils and adults. | E |  | A, I |
| Ability to work under supervision and as a team member | E |  | A, I |
| Ability to work in accordance with the schools health and safety policies | E |  | A, I |
| Ability to recognise own learning needs and seek further opportunities | E |  | A, I |
| Ability to deal with minor injuries |  | D | A, I |

**E. Legal Issues**

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|  | **Essential** | **Desirable** | **Source** |
| Legally entitled to work in the UK | E |  | A, I |