CORPUS CHRISTI CATHOLIC COLLEGE

JOB DESCRIPTION

ICT & Media Technician

GRADE: C1

HOURS OF WORK: 37 hours per week

RESPONSIBLE TO: Director of ICT Services

PURPOSE OF POST: To contribute to the effective delivery of a professional ICT Support Service to all members of staff and students of the College.

You are employed under the Terms and Conditions of the Catholic Education Service Contract of Employment and within the context of the School Mission Statement, the Governors' Support Staff Structure document, Pay Policy and other relevant whole school policies and documentation.

About this Role

As an IT Technician, you will provide high-quality first-line technical support to staff and students, helping to deliver an outstanding digital learning experience. Working as part of a collaborative IT service team, you will support a wide range of technologies, from classroom devices and AV equipment to all cloud based systems in use. You will be involved with the College Marketing team capturing photographs and media during College events and activities to support marketing campaigns, school publications, and digital outreach. You will be hands-on, visible, and responsive, resolving issues quickly to minimise disruption to lessons and school operations.

The College ICT Service strives to provide an ICT environment that is modern, reliable and efficient together with a supportive and pro-active customer service to all users. College ICT facilities should be an enabling factor in the work of staff and the progress and achievement of students. The service also strives to lead and support technological innovation that enhances teaching and learning so improving pupil outcomes.

Key Responsibilities :

- Knowledge of Windows11, hardware troubleshooting, Microsoft & Google Tools.
- Basic networking understanding (e.g. Wi-Fi, DNS, DHCP)
- Strong problem-solving skills and the ability to prioritise effectively

- Clear communication skills, with the ability to explain technical issues to non-technical users.
- To provide training when required for staff on College ICT systems.
- A proactive, reliable, and flexible approach to work
- Monitor existing Service Desk tickets, to ensure they are being dealt with in a timely fashion.
- Ensure accurate call notes and resolution records are maintained.
- Ensure data integrity through a range of measures including antivirus, network backup, and network security.
- Ensure compliance with data protection, safeguarding, and cybersecurity policies.
- Hardware support including repairs and maintenance.
- Administering all College ICT systems - Local servers and SAAS products (Including but not limited to Web filtering, Google Workspace, Voip, Catering, Signage, Access Control).
- Ensure consistent documentation of all changes made.
- Liaise with external support organisations and suppliers.
- Assist in updating and maintaining the College website and official social media platforms, ensuring content is accurate, engaging, and securely managed.
- To be able to create dynamic, written, graphic and video/DVD content to promote the College and support college events and activities
- To be a member of a team of people who contribute to the development of the College's marketing and social media strategy e.g. though regular news posts on the college's social media page.
- To contribute to the production of publicity and marketing materials for the College including writing content and targeting appropriate audiences.
- To provide occasionally out of hours support for College Events.
- To carry out as requested from time to time, any other relevant duties as may be required by the Director of ICT Services, Director of Operations or the Principal.

PERSONAL CONTACTS:

Internal: Staff and students of the College or Multi Academy Trust.

External: Suppliers, contractors including consultants and other external agencies and institutions as appropriate.