



JOB DESCRIPTION

POST HOLDER:	TBA
ADMINISTRATIVE/CLERICAL ROLE:	IT Network Technician
GRADE:	NYC-E
RESPONSIBLE TO:	Headteacher
HOURS OF WORK:	Term time only 30 hours per week

Job purpose:

To contribute to the delivery of an effective ICT on-site support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.

ACCOUNTABILITIES / MAIN RESPONSIBILITIES

Operational Issues

- Contribute to the effective performance and service provision of ICT services within the school to minimise disruption
- Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements
- To diagnose and resolve network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades
- Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required
- Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting
- Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria
- Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption
- To contribute to the work of the team under supervision, in the delivery of projects and support as required including ICT security and efficient use of resource
- To maintain an awareness of ICT developments
- Support teaching staff and pupils in technical aspects of ICT
- Assist in the maintenance of the ICT network

	<ul style="list-style-type: none"> • Maintain computer files by backing up, archiving and deleting information as appropriate
Communications	<ul style="list-style-type: none"> • Communicate effectively with all staff, contractors and children, young people, families and carers • Liaise with all areas of the school and outside organisations • Interact with children in ways that support the development of their ability to think and learn. • Communicate with staff and pupils as part of ICT technical support to solve issues and provide ICT related information and assistance • Provides basic ICT training
Resource management	<ul style="list-style-type: none"> • Responsible for installing, testing and maintenance of computer hardware and software • Order and maintain stock of ICT supplies
Safeguarding	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate
Systems and Information	<ul style="list-style-type: none"> • Share information appropriately • Attend staff meetings and training days • Maintain a comprehensive database of all support requests and allocate jobs as appropriate • Set up and maintain user e-mail accounts