



JOB DESCRIPTION **ICT TECHNICIAN**

LINE MANAGER: Network Manager

GRADE/SALARY: S4 Scale Points 9-12 (£17,419 - £19,430)

HOURS: Full time (37 hours per week, 52 weeks per year)

Working Hours: Monday - Thursday - 08:30 – 17:00

Friday - 08:30 – 16:30

1 hour lunch break

Occasional flexibility will be required.

Annual leave entitlement: 24 days plus statutory holidays
(to be taken during school holiday time)

PRIME DUTY – PURPOSE OF JOB

- To assist the Network Manager in ensuring that all ICT equipment is functioning to its maximum efficiency.
- To manage the creation of new student logon and email accounts.
- To manage the daily backups ensuring correct and complete operation.
- To assist in the regular monitoring of server and storage hardware for early warning of reported issues.
- To be available when requested to assist with ICT based programmes.
- To provide first line support for reported problems/requests.
- To assist in the repair/maintenance of ICT related equipment within the college.

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AIM: Aspirational, Inspirational, Motivated



- To assist in the installation and configuration of software on to laptops and desktops on the college network.
- To support staff in the production of ICT based curriculum support materials.
- To work alongside the Network Manager during school holidays in the installation and maintenance of whole school ICT infrastructure.
- To assemble and repair equipment as required.
- To always maintain safety and safe working practices in teaching spaces.
- Reprographic and administrative duties as may be required within the department.

SECONDARY DUTIES – MAIN RESPONSIBILITIES

- Support the Network Manager in monitoring the security systems used to protect sensitive data systems.
- To support the Network Manager in fault finding and the finding of solutions to ICT related problems.
- To support the data management team with data management tasks and timetable entry and modifications. (Full training will be given)

OTHER DUTIES / INFORMATION

Management of People

Not applicable.

Creativity and Innovation

The post holder may need to be creative when responding to issues/problems raised by staff and students, innovation in finding suitable solutions.

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AIM: Aspirational, Inspirational, Motivated



Contacts and Relationships

Daily contact with line manager, ICT Curriculum Head of Department, teaching staff and students in respect of technical support.

Contact with suppliers of goods and services.

Work Environment

Work Demands – The post holder's work will be subject to interruption but will not impact on the overall completion of the job.

Physical Demands – Moving and handling equipment and resources. Regular bending, moving in awkward positions, for example when connecting cables.

Working Conditions – The post holder will work mainly indoors in a well lit and ventilated environment. The post holder may be exposed to noise levels associated with a classroom and server room.

Work Context – Required to work with some chemicals and cleaning materials.

Knowledge and Skills

The post holder must have excellent PC hardware, Windows operating systems and peripheral knowledge and have a good knowledge of Windows Server operating systems along with a keen interest in new technologies with the ability to adapt existing skills to work with new equipment.

Good organisation and communication skills are an important part of the role.

General

Other Duties – The duties and responsibilities are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Health and Safety – The post holder is required to carry out the duties in accordance with the school Health and Safety policy and procedures.