Hyde High School

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| **Job description**: ICT Technician  Grade: D  Working pattern: 36 hours per week all year. | |
| Responsible to | Network Manager |
| Core Purpose | To assist in the day to day running and support of the school network and interactive learning equipment and to support the helpdesk facility by insuring issues are addressed, documented and resolved in a timely and professional manner. |
| Key responsibilities | |
| Support for the school, staff and pupils. | * Provide technical support to assist in the smooth running of the school network ensuring that all faults and problems are quickly rectified. * Assist the network manager in supporting all aspects of the school’s ICT provision. * Respond to helpdesk requests in a timely and effective manner, provide regular status updates and record as required. * Perform routine tasks to ensure good housekeeping in relation to user accounts. * Provide technical advice and guidance to staff and pupils as required. * Maintain an up-to-date knowledge of key software packages and systems used within the school and wider developments in ICT. * Assist the network manager in the installation and configuration of hardware and software components. * Set up equipment such as PCs, laptops, projectors, ipads, mobile devices and other specialist equipment as required. * Assist the network manager in enforcing the school’s acceptable use policy, internet and email filtering and firewalls. * Maintain appropriate records of ICT equipment. * Implement safe working practices at all times. * Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person. * Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop. * Contribute to the overall ethos/work/aims of the school. * Appreciate and support the role of other professionals. * Attend and participate in relevant meetings as required. * Participate in training and other learning activities and performance development as required. * Contribute to a positive ethos within the school.   Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.  Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.  Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.  The School will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. |
| The job description is not necessarily a comprehensive definition of the post and the staff member may be required to undertake such other tasks appropriate to the level of appointment as the Head teacher may require. It will be the subject of review and may be modified or amended after consultation with the post holder. | |

The school is committed to safeguarding and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an enhanced DBS check.

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| Person Specification | | E: Essential  D: Desirable | |
| Qualifications | * GCSE grade A\*-C (or equivalent) in both English and maths * Relevant ICT qualification at a good standard | | E  E |
| Experience/ Knowledge of | * Working in a school setting. * Windows applications. * Installing and configuring work stations. * ICT-related problem solving. | | D  E  D  E |
| Personal skills and qualities | * Skilled and confident in the use of ICT. * Able to demonstrate a high level of resilience and resourcefulness when working in a pressured environment. * Excellent communication and interpersonal skills with pupils and adults. * Conscientious, hard-working, enthusiastic and reliable. * Able to work effectively within a team and also individually using self-motivated initiative. * Able to work effectively within defined timescales. * Able to plan and organise own workloads and to work flexibly. * Proven record of excellent attendance and punctuality. * Willingness to learn new skills and to undertake further professional development. * Able to maintain and produce accurate information and records and to treat information confidentially. * Committed to high professional and personal standards at all times. * Sense of humour and a positive outlook. * Able to promote a positive ethos around school and act as a positive role model. * A clear commitment to equal opportunities.   The school is committed to safeguarding and expects all staff and volunteers to share this commitment. The successful applicant will be subject to an enhanced DBS check. | | E E  E  E  E  E  E E  E  E  E  E  E  E  E  E |

*ICT Technician Person Spec – August 2020*