



Job Description **ICT Technician**

Catholic Purpose

The Learning Support Assistant must understand the nature and purpose of Catholic education and know that his or her first responsibility is to support the school in establishing and sustaining its Catholic identity and safeguarding the teaching of the Church. S/he must ensure that this Catholic identity is reflected in every aspect of their work. This duty provides the context for the proper discharge of all other duties and responsibilities.

- Articulate and promote the school's distinctive aims and ethos with parents, staff, pupils and the wider community.
- Hold and articulate clear values and moral purpose, leading by example with integrity, creativity, clarity and resilience.
- Demonstrate optimistic personal behaviour and model positive relationships and attitudes towards pupils and staff

Main Responsibility

- To provide support to all stakeholders of the school through the maintenance and development of our network system and infrastructure
- To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment
- Advise Head Teacher on systems planning, development and procurement of ICT software, hardware and related equipment

Key Objectives

- Be responsible for the installation and maintenance of computer hardware and software
- Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff
- Service all IT hardware regularly and carry out repair to simple faults, reporting more complicated faults to a specialist technician / audio-visual / contractor as appropriate. Arrange the external cost effective repair of equipment when required
- Provide support to staff and pupils to ensure administration and learning outcomes are maximised
- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns
- Maintain computer files by backing up / archiving and updating / deleting
- Maintain and develop network
- Resolve hardware / software technical issues

Technical

- Ability to manage multiple systems
- Experience in working with large systems
- Provide front line support in IT for all stakeholders on a daily basis
- Maintain and repair IT hardware as required
- Provide software solution support to stakeholders
- Provide helpdesk support for users
- Maintain the schools asset register
- Carry out software maintenance, testing and programming
- Support the school in providing xxx

The position will require when necessary long working hours in order to keep the systems operational and implement new systems to meet deadlines.

Specific responsibilities:

- Establish and maintain a computerised database of hardware and software
- Carry out computer hardware and software maintenance, testing and programming
- Support the implementation of hardware and software security measures
- Maintaining and development the School's website, Learning Platform and intranet
- Provide day to day help and advice for staff and pupils and third parties on ICT matters as required
- Provide a comprehensive ICT support service for the school
- May be required to supervise ICT support staff
- Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day
- Adhere to school local and national authorities guidelines and exercise professional discretion at all times

Desirable but not essential skills, knowledge and experience:

- SIMS software i.e. System Manager, Assessment Manager, Attendance Manager etc
- Educated to Microsoft Certified Professional in a Server technology
- Exposure to ITIL framework
- Experience within a senior role, managing workloads with department members
- Console level knowledge of VMware, Cisco, HP switches & VLAN Configuration

General:

- To work as an effective member of a team and to promote team work at all times
- Observe good working practices and current health and safety regulations
- Exercise flexibility in working hours / days in carrying out your own duties
- Observe and adhere to all Policies, Procedures and Regulations
- The post-holder is also required to undertake such other duties as may be required by or on behalf of St Paul's Catholic School provided that they are consistent with the nature of the post
- Be committed to and attend relevant continuous professional development

- Undertake any reasonable instruction given by your mentor or Leadership Group member to ensure the smooth and efficient delivery of your role
- The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment
- This job description allocates general duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed
- The job description is not necessarily a comprehensive definition of the post. It will be reviewed regularly and it may be subject to modification or amendment at any time after consultation with the holder of the post
- This job description may be varied to meet the changing demands of the School at the reasonable discretion of the Head teacher
- This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing
- The post-holder will deal with sensitive material and should maintain confidentiality in all School related matters
- This list is an outline of the responsibilities. The post holder will be expected to undertake other duties relevant to the post in discussion with the Business Manager or Head Teacher
- All posts are subject to a satisfactory enhanced DBS declaration which is a commitment by the school to safeguarding children. The post holder is required to share this commitment.

Signed: **Name:** **Date:**