



## Job Description

**Job Title:** ICT Technician

**Reporting to:** Network Manager

**Grade:** 4 (SCP 14-17)

### Overall purpose of the post

To support the provision of high quality and professional ICT support service to all staff and students within the Academy as and when required.

### Main duties and responsibilities

- Manage own workload through the allocation of calls via the helpdesk.
- Providing first line ICT support to staff and students.
- Assist with the maintenance of all ICT rooms and equipment.
- Assist with general technical support for the ICT department
- Assist with the evaluation of new and existing software
- Attend and contribute to ICT related meetings.
- Assist in the development of recording systems for ICT usage throughout the department.
- Assist in keeping the ICT software/hardware inventories up to date.
- Assist in providing technical support for staff presentations.
- Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken.
- Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health and safety legislation.
- Install and configure software under the direction of the network manager.

### Additional Responsibilities

- Deal with any immediate problems or emergencies according to the academy's policies and procedures;
- Respect confidential issues linked to home/students/teacher/academy work;
- Fire Marshall duties in the case of fire and/or emergency evacuation where applicable;

- To comply with the academy's Child Safeguarding Procedures, including regular liaison with the academy's Designated Child Safeguarding Person over any safeguarding issues or concerns;
- To comply with the academy policies and procedures at all times;
- Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

### **Personal Contacts**

**External:** Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

**Internal:** Students, staff, Board and Academy Council members, parents and any other visitors to the academy.