Job Description

Job Title: Primary ICT Technician

Reporting to: Director of Technology   **Grade: Scale 4**

Overall purpose of the post:

To support the provision of high quality and professional ICT services to all staff and students within the primary academies as and when required.

Main duties and responsibilities:

- Work independently to provide day-to-day ICT support across the Trust's primary academies.
- Manage own workload through the allocation of calls via the helpdesk.
- Providing first and second line ICT support to staff and students.
- Maintenance of all ICT rooms and equipment.
- Evaluate new and existing software.
- Attend and contribute to ICT related meetings.
- Assist in the development of recording systems for ICT usage.
- Keeping the ICT software/hardware inventories up to date.
- 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 & safety legislation.
- Install and configure software.
- To comply with the Trust's child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns.
- To comply with Trust 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.