

Emerson Park Academy



Job Profile

Job Title: ICT Technician
Grade: Scale 5
Reports to: Business Manager
Staff Managed (if any): None

Job Purpose and Context

The ICT Technician provides first line support to students and staff for ICT systems, equipment and applications on a day-to-day basis and is responsible for basic ICT maintenance, health and safety and security. These responsibilities cover curriculum ICT and school management and administration ICT.

Roles and Responsibilities

1. To provide first line help and support on a day-to day basis, which includes:
 - responding to queries and requests from staff and pupils
 - repairs, upgrades and the rectification of faults in equipment
 - addressing systems and applications failure and malfunctions
 - Supporting in class if required using the agreed systems and procedures of the school for prioritisation, recording and resolution. To refer matters requiring further help and support.
2. To install, set up, configure, test and record ICT equipment, systems and software.
3. To carry out an agreed programme of scheduled routine maintenance to equipment, systems and procedures including PAT testing.
4. To help plan and carry out a regular ICT audit and maintain an up-to-date inventory using the agreed recording procedures of the school.
5. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment.
6. To carry out an agreed scheduled and recorded programme of safety checks on ICT equipment and materials in the school.
7. To implement and develop common awareness of best practice health and safety procedures in the use of ICT.

8. To develop, organise and implement agreed safety and security policies, procedures and systems covering:
 - Information and data
 - Equipment and materials
 - Access to systems and networks
9. To be responsible for the storage and security of ICT equipment, assisting with the ordering and purchase of equipment and supplies in accordance with the financial procedures of the school.
10. To be responsible for receipt and delivery of ICT materials, equipment and consumables, assisting staff with installing consumables when required.
11. To use ICT skills to support the administrative requirements of the post.
12. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
13. To complete school based induction and any subsequent training required to improve performance.
14. To take part in the school performance management system.
15. To be responsible for setting up/rigging/operating of all sound, lighting, staging and technical equipment as part of assemblies, Performing Arts productions or other events.
16. Take responsibility for health & safety factors/risk assessment procedures relating to technical aspects of assemblies, Performing Arts productions or other events.
17. To maintain a safe working environment with regard to health and safety policies and procedures.
18. To ensure through mutual agreement with Systems Manager and other ICT Technicians that there is someone on duty from 8:00 to 17:00 on student and INSET days. This is not expected in the case of absence and/or annual leave.
19. To be available in the case of an out of school hours school events should this be required.
20. To take part in the school performance management system.

Notes:

1. Emerson Park Academy has a strong commitment to achieving equality of opportunity in its services to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
2. Emerson Park Academy expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job profile but which is within the remit of the duties and responsibilities.
3. Staff in schools work subject to statute and many policies and procedures. The postholder will be expected to become familiar with these and work in accordance with them.
4. From time to time this job profile will be subject to review with the postholder.
5. It might be a requirement of the post that Senior Management requests that the postholder undertakes first aid training and the postholder's name be added to the school list of those with such training. The expectation would be that where such training has been provided the postholder could be called upon to provide such first aid to students; colleagues or visitors to the school.
6. It might be a requirement of the post that Senior Management requests that the postholder undertakes Fire Marshall duties and the postholder's name be added to the school list of those that undertake such duties. The expectation would be that the postholder could be called upon to undertake such duties during an alarm activation.
7. Emerson Park Academy is fully committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share and promote this commitment and have, or acquire, the relevant abilities, skills and knowledge to carry it out.
8. The post is exempt from the provision of the Rehabilitation of Offenders Act 1974 and, because of the sensitive nature of the duties that the postholder will be expected to undertake, an Enhanced disclosure check will be required.

**ICT Technician
Person Specification**

Skills and Abilities	Essential	Desirable	Assessed by
Ability to organise one's own work, to prioritise tasks and keep to deadlines	✓		Application & interview
Ability to work independently and support the work of the team	✓		Application & interview
Ability to be flexible and respond effectively to the 'unexpected'	✓		Application & interview
Ability to communicate and interact effectively with adults and children and young people	✓		Application & interview
Awareness of sensitive information and the need for confidentiality	✓		Interview
The ability to use confidently most ICT hardware and operating systems	✓		Application & interview
Displays commitment to the protection and safeguarding of children and young people	✓		Application & interview
Knowledge			
An understanding of specific ICT related health, safety and security issues in schools	✓		Interview
Know how to carry out basic health and safety checks, tests and routine maintenance	✓		Application & interview
Know how to carry out and implement the practical tasks associated with security of ICT	✓		Application & interview
An awareness of the application of ICT to the school and national curriculum including SIMS	✓		Application & interview
Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people	✓		Application & interview
Qualifications and Experience			
Certification of competence in core desktop applications	✓		Application
GCSE at level A – C in English and mathematics or equivalent		✓	Application
3-4 years' experience, on a voluntary or paid basis or as an intern, in an ICT support or technician function within school	✓		Application & interview
Willingness and motivation to develop own skills and work towards the relevant NVQ Level 2	✓		Application & interview

