



Job Description and Person Specification	
Post Title	ICT Technician
Grade	Grade 5 (FTE £17772 - £20138),
Responsible to	Business Manager / SLT
Contract Type	Full Time 52 weeks
Contracted Working Hours	37.5 hrs p/w
Contract Term	Permanent
Review	Annually
Disclosure Level	Enhanced
<b>Our Mission Statement</b>	
<ul style="list-style-type: none"> <li>raising standards of achievement and creating opportunities for all students', regardless of needs, to develop their full potential</li> <li>raising the aspirations of the whole Academy community by creating a culture of continuous learning that celebrates success at all levels</li> <li>developing a Academy that is the pride of the local area where students', parents, staff, governors and wider community feel safe, valued, listened to and welcomed for the diverse contribution they make to our Academy life</li> </ul>	
<b>Please note the following</b>	
<ul style="list-style-type: none"> <li>due to the nature of the work, this post is exempt from the Rehabilitation of Offenders Act 1974 and the post holder must have a satisfactory Enhanced Disclosure (via the Disclosure and Barring Service)</li> <li>the duties outlined in this job description may be modified by the Principal, with agreement of the post-holder, to reflect or anticipate changes in the job, commensurate with the salary and job title</li> </ul>	
<b>Purpose of the post</b>	
<ul style="list-style-type: none"> <li>To provide ICT support including audio-visual and other media, and function as part of IT operations across all curriculum areas and administration.</li> <li>to maintain the security and efficiency of Academy network system under the supervision of Entrust and co-ordinate the efficient operations of all computers and associated equipment within the Academy.</li> <li>to ensure that the underlining network infrastructure operates efficiently, perform within agreed targets and delivers a secure platform for Academy to carry out its business.</li> <li>to carry out regular performance monitoring of all IT related equipment early detection of problems and to maximise their performance.</li> </ul>	
<b>Main Duties &amp; Responsibilities</b>	
<ul style="list-style-type: none"> <li>Provision of ICT support services to students, staff as required for their work.</li> <li>To assist with the sound and lighting at functions, assemblies, presentations etc.</li> <li>To provide a recording and copying service as required, ensuring compliance with copyright legislation.</li> <li>To assist the Technical Support Team from the Trust and Entrust to ensure that the curriculum and administration networks are efficiently and effectively managed, e.g.                             <ul style="list-style-type: none"> <li><u>On a day to day basis:</u> - updating passwords on request, creating users, installing software, checking for unauthorised use, auditing use, building network stations, technical support functions including fault diagnosis and resolution.</li> <li><u>Annually:</u> - creating users, deleting old users, deleting redundant software, equipment audits.</li> </ul> </li> </ul>	

- To assist with the Technical management of devices and mobile device management software.
- To assist with support of the school's cashless catering system.
- To assist in organising the booking system; rooms and equipment.
- To take bookings for media equipment as required, e.g. cameras, sound and lighting systems etc.
- To be responsible for sound and lighting equipment, including secure storage of equipment and cleaning as required.
- To ensure that ICT resources are maintained in good working order by checking equipment, cleaning keyboards, replacing toner cartridges, any related simple maintenance.
- To install and support software on stand-alone machines.
- To keep appropriate records e.g. equipment inventory, logging whereabouts of portable equipment, loans to staff and equipment faults, annual stock take of equipment.
- To carry out adequate back-up procedures e.g. checking logs, changing tapes including back-ups.
- Assisting in the completion of Health & Safety returns.
- To support teaching staff with the general running of ICT rooms to ensure lessons are efficiently and effectively serviced.
- To liaise with external suppliers/agencies, e.g. Entrust, for management of repairs to equipment.
- To perform any other duties as defined by Entrust and Senior Leaders.
- To keep abreast with developments in educational ICT and A/V
- To make suggestions to improve the ongoing effectiveness of non-teaching support.
- To comply with the requirement of Health and Safety, or relevant legislation.
- TO understand and comply with the academy's Equal Opportunities policy.
- To take part in a Performance Review system.
- Holiday leave will be in-line with the policy for all non-teaching staff – Annual leave cannot be taken during term-time and cannot be carry forward.
- All staff are expected to work in a flexible and versatile manner as directed by their line manager.
- To work within the requirements of the Safeguarding Children's Policy

#### **Corporate Responsibilities**

- assist with pupil needs as appropriate during the Academy day
- show support for and uphold our ethos, values and policies
- promote high standards in attendance, punctuality and appearance
- support the induction of new staff, students and apprentices
- communicate effectively and professionally, both orally and in writing
- actively participate in any appropriate training and staff meetings as required
- reflect on, evaluate and take responsibility for outcomes in order to raise standards further
- make a positive contribution to the wider life and ethos of the Academy
- act with professionalism, integrity and with due regard to matters of a confidential nature at all times
- ensure the implementation of and compliance with all policies and procedures relating to safeguarding, child protection, prevent, Health and Safety, security, confidentiality and data protection, Inclusion, Race Relations, Equal Opportunities, seeking advice as necessary
- comply with any reasonable request from a manager or Principal to undertake work of a similar level or commensurate with role and level of responsibility that is not specified in this job description

#### **Supervision Received**

- Entrust and the de-Ferrers Trust IT team as deemed necessary

<ul style="list-style-type: none"> <li>• Principal and Business Manager</li> <li>• SLT</li> </ul>
<b>Supervision Given</b>
<ul style="list-style-type: none"> <li>• None</li> </ul>

The Academy will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities or continued employment for any employee who develops a disabling condition

PERSON SPECIFICATION			
Specification	Essential	Desirable	Assessment
Educational Training Qualifications	<ul style="list-style-type: none"> <li>• NVQ level 3+ qualification in ICT infrastructure and Business</li> <li>• A good level of Literacy, Numeracy and IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in IT related qualification and evidence of CPD</li> </ul>	<ul style="list-style-type: none"> <li>• application form</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• at least 3 years of experience working IT industry in trouble shooting.</li> <li>• strong understanding of Microsoft licensing packages</li> <li>• understanding of server functions and its management</li> <li>• Wi-Fi infrastructure functions and management</li> </ul>	Policy control management Managing ICT Disaster Recovery and Risk Register.	<ul style="list-style-type: none"> <li>• application</li> <li>• interview</li> <li>• references</li> </ul>
Knowledge and understanding	<ul style="list-style-type: none"> <li>• Good understanding and ability to use relevant technology.</li> <li>• Ability to work constructively as part of a team.</li> <li>• Good communication skills, ability to relate well to children and adults.</li> <li>• Methodical with a good attention to details.</li> <li>• health and safety awareness and compliance in Academy environment including conducting risk assessments</li> <li>• web design and update</li> <li>• a good working knowledge of current computer operating systems, Microsoft packages including data management, excel, Microsoft publisher</li> <li>• marketing, publications and presentations</li> </ul>	data analysis and trouble shooting  Maintenance of Server, backups and security of IT infrastructure.	<ul style="list-style-type: none"> <li>• application</li> <li>• interview</li> </ul>

<p>Personal Skills and attributes</p>	<ul style="list-style-type: none"> <li>• ability to think and work independently as well following technical instructions.</li> <li>• The ability to support colleagues</li> <li>• The ability to be flexible and positive, dedicated and trustworthy</li> <li>• The ability to think strategically</li> <li>• able to create, develop IT and administration systems</li> <li>• excellent interpersonal skills with sensitivity to communicate internally and externally</li> <li>• ability to manage difficult situations and in emergency</li> <li>• problem solving skills &amp; solution focused attitude</li> <li>• Able to meet tight deadlines</li> </ul>	<p>can remain calm under pressure and inspire positivity even in challenging situations</p>	<ul style="list-style-type: none"> <li>• application</li> <li>• interview</li> <li>• references</li> </ul>
<p>Behaviour and values</p>	<ul style="list-style-type: none"> <li>• harness a “can-do” attitude to work</li> <li>• Adaptable to change / embrace and welcomes change.</li> <li>• Acts with pace and urgency being energetic, enthusiastic and decisive.</li> <li>• Customer solution focused</li> <li>• adapt quickly and cope with inevitable change processes</li> <li>• demonstrate that they hold the following values <ul style="list-style-type: none"> <li>○ transparency</li> <li>○ honesty</li> <li>○ integrity</li> <li>○ confidentiality</li> <li>○ empathy</li> <li>○ respect</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• interview</li> <li>• references</li> </ul>
<p>Other</p>	<ul style="list-style-type: none"> <li>• Full DBS clearance</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving license</li> </ul>	

*At Granville we believe in Equal Opportunities and Diversity for ALL.* Granville is committed to Safeguarding and Promoting the welfare of its pupil and expect all employees and volunteers to share in its commitments, is a non-smoking site.

**Verification**

Signed \_\_\_\_\_ (Post holder) Date \_\_\_\_\_  
Signed \_\_\_\_\_ (Principal) Date \_\_\_\_\_