



## Job Description ICT Technician – Level 1

<b>Employer</b>	Castleman Academy Trust	<b>Salary</b>	Grade C Spinal Column Point 3 - 4
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### Key Priorities

- To provide basic ICT support within schools in the Trust

### Key Responsibilities

#### Main Responsibilities and Duties

- Install/uninstall software and hardware
- Respond to general queries and ICT problems within the schools
- Maintain security logs and necessary recording of equipment
- Ensure computers are ready for use in lessons
- Assist staff in understanding of hardware or software requirements
- Unpack and install ICT equipment such as new computers and peripherals, and enter all new equipment into an inventory file
- Configure items of equipment
- Check virus protection and guard against data or system corruption
- Check and refill printer toner and cartridges. Carry out periodic printer maintenance such as head cleaning and alignment
- Check and, if necessary, adjust monitor settings each day, and clean monitors and keyboards
- Boot systems and pre-load software before lessons as required
- Customise stand-alone desktops and software configuration. Install new software onto desktops
- Report faults to maintenance contractor
- Maintain a log of all work undertaken
- Maintain stocks of consumables and keep appropriate records
- Arrange servicing of equipment
- Ensure equipment is security marked
- Respond to and solve problems relating to software/hardware including internet/intranet access
- Undertake frontline maintenance to ensure effective operation of ICT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and appropriate contractors
- Assist in looking after multimedia equipment e.g. whiteboards, digital cameras etc
- Undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or the level of responsibility entailed
- Comply with all decisions, policies and standing orders of the schools and Trust; comply with any relevant statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act.
- Have a commitment to Child Safeguarding, to promoting the welfare of children and young people in accordance with the school's agreed procedure, and to meeting the five outcomes of Every Child Matters.

#### Supervision and Management of People

- Little or no supervisory responsibility other than assisting work familiarisation of peers and new recruits

#### Knowledge and Skills

- Sound ICT knowledge, together with good organisational and interpersonal skills
- Ability to communicate technical knowledge to solve basic problems and determine priorities is essential
- The post holder should have good knowledge and experience of hardware/software systems and applications

### **Creativity and Innovation**

- Work within ICT use and operating guidelines to solve software and hardware failures
- Resolve routine technical problems. More complex issues will be referred to the ICT Senior Technician

### **Contacts and Relationships**

- Regular contact with network providers to resolve technical problems
- Daily contact with members of staff and pupils to give advice and/or guidance on the operation of ICT equipment and software
- Liaison with other ICT technicians

### **Decisions**

- Give advice and support to staff, pupils and other users of software and hardware
- Resolve basic technical faults

### **Resources**

- Limited personal responsibility for ICT hardware, software and peripherals

### **Work Environment**

- Work within computer suites, which at times may be subject to high temperature levels due to hardware operation
- Frequent use of ICT equipment (plus regular lifting etc); also work in restricted areas and some need to work at heights on ladders

Any other duties commensurate with the role of ICT Technician that may be required from time to time. ICT Technicians are accountable to the Trust Board, Headteacher and Line Manager for the standards achieved and the conduct, management and administration of the schools, subject to any policies that the DfE and the Trust shall make. This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the postholder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the schools in relation to the postholder's professional responsibilities and duties. The Castleman Academy Trust reserves the right to deploy staff to support the needs of our pupils throughout any of our Trust schools, as and when required.



## Person Specification ICT Technician – Level 1

Education/Qualifications	Desirable	Essential
5 GCSE's with a minimum of Grade C or above in English and Mathematics, or equivalent qualifications or relevant experience		X

Experience and Knowledge	Desirable	Essential
Previous experience of working with children		X
Experience in a similar role	X	
Knowledge of school's behaviour and management policy and procedures (training to be provided)		X
Knowledge of school's fire and emergency procedures (training to be provided)		X
Knowledge of Child Safeguarding procedures (training to be provided)		X

Skills	Desirable	Essential
Self-motivated and team player		X
A flexible and adaptable approach		X
Good interpersonal skills		X
Ability to work to deadlines		X
Good organisational skills		X
Ability to handle confidential information with discretion		X
Health and Hygiene regulations		X

Safeguarding and Special Requirements	Desirable	Essential
The Castleman Academy Trust is committed to safeguarding and promoting the welfare of children and young people and requires all staff and volunteers to share and demonstrate this commitment.		X
The successful applicant will be required to meet all elements of Safer Recruitment and will be the subject of pre-employment checks including an Enhanced DBS Check, including Child Barring List, a medical questionnaire and satisfactory references.		X
It is a prerequisite that you familiarise yourself with the safeguarding policy and safer working practices policy and procedures of the school and follow them.		X
The Castleman Academy Trust expects all employees and volunteers to be committed to the Trust's Policies and ethos		X