



Job Title: ICT Support Technician	Grade: 5 (Pending Job Evaluation)
Department: ICT	Accountable to: Finance and Business Development Manager
Contractual Terms: Full time, 37 hours per week	Responsible for:

Overall Purpose of the Job:

To provide ICT / Network support to ensure the smooth day to day operation of the school's ICT network and support systems. The ICT Support Technician is responsible to the Finance and Business Development Manager and through them to the Head teacher, however will be working under the direction of the senior ICT Technician for all matters relating to the management of the schools network and MIS systems.

Key Duties and Responsibilities:

- Assist in the provision of ICT support and maintenance for all staff and pupils
- To assist the Senior ICT Technician in maintaining, managing and developing the school's ICT systems
- Support MIS, Cloud and Google Suite integrated systems as directed
- Ensure data protection arrangements are maintained and in line with the requirements of the GDPR
- Assist the Senior ICT Technician in the backup of systems and disaster recovery contingencies
- DNS support and configuration
- Support the implementation of new technologies as appropriate under the direction of the Senior ICT Technician
- Assist with the installation of all new computer hardware including wireless, fibre optic, CAT5 networks and external projects as required
- To support the installation of new computer software as required, enabling the delivery of ICT to all curriculum areas
- To support the day to day maintenance of the schools computer systems, including network user database and password allocations
- Assist staff with basic ICT related problems and support staff to use software /hardware correctly in the classroom situation
- Responsibility for maintaining the school's computer inventory, insurance list and computer audit
- Provide in-class technical support for staff using ICT in the classroom, as appropriate
- Contribute to the development of a school Intranet site and Website as appropriate
- Maintain and fault find all computers around the school and organise where necessary if repairs are required
- Make minor repairs if and where necessary
- Maintain a stock of parts needed for minor repairs, e.g. keyboards, mice, network cables
- Maintain a booking system for any audio visual display facilities
- Maintain integrity of software, virus removal, re-installation when crashes occur etc.
- Ensure the continued operation of the school network, setting up new accounts, maintain password integrity, and assist pupils and staff to access network resources
- Set up and maintain new computers in accordance with school standards
- Keep up to date with ICT developments

Generic Duties and Responsibilities for all Batley Grammar School Staff:

Data Protection

- Being aware of the school's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held and ensure that all administrative and financial processes comply with this by maintaining records in accordance with the Act's guidance.

Child Protection

- Work in accordance with the school policies and guidance on Child Protection, undertaking Child Protection training every three years and reporting any concerns to the Designated Person.

Confidentiality

- Treating all information acquired through your employment, both formally and informally, in strict confidence.

Equal Opportunities

- Understanding, complying and enforcing equal opportunity within the work place.
- Undertaking any appropriate training and challenging racism, prejudice and discrimination or any unacceptable behaviour.

Health and Safety

- Being responsible for your own Health & Safety, as well as that of colleagues, students, parents and visitors.
- Employees should follow the School's Health & Safety Policy and Procedures, co-operate with management, follow established schemes of work, use personal protective equipment where necessary, attend Health and Safety training, as required, and report defects and hazards to management.

Professional Standards

- Maintaining appearance and dress appropriate to the job for which staff have been employed.
- All staff should arrive on time to commence their duties as described by their contracts;
- All staff are expected to attend on the days covered by their specific contract;
- All staff are reminded that in their behaviour and conduct they are required to be positive role models for young, developing and impressionable minds;
- All staff are expected to treat each other, parents, students and member of the public with respect;
- Promote the school in the wider community.
- Contributing as an effective and collaborative member of the School team, participating in training, as appropriate, to be able to demonstrate competence;
- Participating in First Aid training if required;
- Participating, as appropriate, in the ongoing development, implementation and monitoring of the School and departmental development plans;
- Upholding the professional integrity of the School;
- Use the Performance Management process to enhance your own practice in line with the school's aspirations and priorities;
- Supporting Teaching and Learning focus and the electronic management of processes, as appropriate;
- Actively sharing feedback on School policies and interventions, as appropriate;
- Undertaking any other reasonable request, within the capabilities of the post holder, as requested by the Head teacher.

Additional Information

- Undertake any such duties commensurate with the post as directed by the Headteacher/Line Manager.
- As part of the wider duties and responsibilities, the post holder is expected to promote and actively support the school's responsibilities towards safeguarding.

A good knowledge and understanding of the General Data Protection Regulation (GDPR) and a willingness and commitment to ensure compliance of this regulation and any associated data-related legislation.

Develop and maintain an awareness of mental health issues affecting both colleagues and students/learners and in act in a supportive way that helps others and enables them to be open about any issues affecting them.

--

Criteria		Essential/ Desirable	How Assessed
Qualifications:	<p>The role requires a minimum of 5 GCSE's Grade 4 – 9 (A –C) or equivalent including English and Maths.</p> <p>Industry recognised qualification in ICT</p>	<p>E</p> <p>E</p>	<p>A/I</p>
Experience:	<p>Relevant experience of ICT/Computing systems</p> <p>Experience of word processing, spreadsheets, databases, Powerpoint and other computer based systems.</p>	<p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p>
Knowledge and Statutory Requirements:	<p>Detailed knowledge of email, internet and intranet.</p> <p>The post holder requires some knowledge of Trust's Policies, processes and procedures in connection with GDPR and a willingness and commitment to ensure compliance of this regulation and any associated data-related legislation.</p> <p>An interest in Secondary Education</p> <p>Reasonably Practical Level - knowledge of statutory duties with regards to safeguarding and Health & Safety obligations.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Planning, Organisation and Mental Challenge:	<p>Ability to be able to use own judgement to identify straightforward solutions to solve straightforward problems.</p>	<p>E</p>	<p>A/I</p>
Interpersonal & Communication:	<p>The post holder requires good communication and interpersonal skills.</p>	<p>E</p>	<p>A/I</p>
Initiative & Independence:	<p>The post holder will work from instruction, but will be expected to use their initiative and make some minor decisions, as they arise. Problems are referred to their line manager.</p>	<p>E</p>	<p>A/I</p>
Personal Qualities:	<p>Ability to contribute to effective team working.</p>	<p>E</p>	<p>A/I</p>

	Effective time management.	E	A/I
	Ability to work confidentially and with discretion.	E	A/I
	Excellent organisational skills.	E	A/I

Working Conditions:

The post holder will work in an allocated section within the school, working on their feet for most of the day. May be required to work in awkward positions (i.e. under tables).

Main Contacts:

The post holder must always project a professional image when dealing direct with colleagues, governors, parents/carers and external bodies.

Characteristics of the post:

The employment checks required of this post are:

- Evidence of entitlement to work in the UK
- Evidence of essential qualifications
- Two satisfactory references
- Evidence of a satisfactory safeguarding check e.g. an Enhanced Disclosure and Barring Service Check for Regulated Activity
- Confirmation of medical fitness for employment as required
- Registration with appropriate bodies (where applicable)

Date Completed:

Signature of Post

holder:

Date:

This is a description of the job as it exists at present; All Trust Job Specifications are reviewed and are liable to variation in consultation with the post-holder in order to reflect future developments, roles and organisational change.

Please make sure that you can demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on our application form. The letters A, B and C in the "Rank" column refer to the importance we will give to your answers when we read your application. You must all the A's on day one to be able to do the job, you need to have all the B's to do the job, but they could be learnt during your induction period.

We recognise and welcome our responsibility to remove any barriers in our Recruitment and Selection process for disabled candidates. We have tried to do this, but if you have a disability and identify any barriers in the job specification, please tell us of these in your application. We are committed to making reasonable adjustments to the job wherever possible and it would help us to know your needs in order to do this.

Where criteria are to be identified through the "Selection Process", this may involve written exercises, group discussions, presentations, interview, etc.