

## **JOB DESCRIPTION**

**Job Title:** ICT Technician

**Grade:** 5

**Salary:** SCP 16 – SCP 20

**Conditions of Service:** Support Staff Contract of Employment

**Responsible to:** Principal

### **Statement of Purpose**

- Troubleshoot software and hardware faults.
- To provide adequate training and support documentation for all systems
- Install software and hardware.

### **Main Duties**

- To undertake the implementation and maintenance of the school's computer systems, to comply with users' requirements and changes in legislation.
- To ensure the inclusion of controls and procedures to maintain the security, privacy, reliability and confidentiality of data in all systems.
- To undertake error corrections, new application releases and enhancements for bespoke and packaged systems and maintain contact with appropriate suppliers.
- Assist with the monitoring and management of stock (software and hardware) cataloguing resources and undertaking audits as required.
- Maintenance of specialist equipment, check for quality safety, undertake specialist repairs/modifications within own capabilities.
- To assist in the estimation of costing the implementation of new development projects or enhancements.
- To prepare progress reports and other relevant information to supervisor.
- To maintain awareness, knowledge and be conversant with all relevant legislation, technological developments and techniques.
- To assist with pupil and staff ICT needs as appropriate during the school day.

### **Support to School**

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Planning and prioritising workload

### **Professional Accountabilities**

- Participate in training, other learning activities and performance development as required.
- Recognise own strengths and areas of expertise.

### **Safeguarding**

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.

### **People Management**

- To comply and engage with people management policies and processes.
- Establish constructive relationships and communicate with other staff, agencies and professionals.
- Attend and participate in regular meetings.

### **Equalities**

- Ensure that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

### **Climate Change**

- Delivering energy conservation practices in line with the Trust's corporate climate change strategy.

### **Health and Safety**

- Ensure a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Trust's Health and Safety policy

### **Note**

***The job holder will be expected to undertake any other duties which are not specifically listed but are within the remit, responsibility and accountability of the job.***

### Person Specification

Minimum Criteria for Two Ticks *	Criteria	Measured by APP//ASS
	<b>Qualifications</b> <ul style="list-style-type: none"> <li>• NVQ Level 2 for practitioners or equivalent qualification or experience in relevant discipline</li> <li>• Good numeracy and literacy skills (GCSE Maths)</li> </ul>	APP/I
	<b>Experience &amp; Skills</b> <ul style="list-style-type: none"> <li>• Experience of working in an ICT environment.</li> <li>• Working in local authority/education environment is desirable but not essential</li> </ul>	APP/I
	<b>Knowledge</b> <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</li> <li>• Ability to relate well to children and adults.</li> <li>• A good, working knowledge of current computer operating systems.</li> <li>• Good organisation, planning and prioritisation skills.</li> <li>• Methodical with good attention to detail.</li> </ul>	APP/I
	<b>Behavioural Attributes</b> <ul style="list-style-type: none"> <li>• Customer focused.</li> <li>• Has a professional and respectful approach, which demonstrates support and shows mutual respect.</li> <li>• Can demonstrate active listening skills.</li> <li>• Takes responsibility and accountability.</li> <li>• Committed to the needs of the pupils, parents and other stakeholders.</li> <li>• Demonstrates a positive attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations.</li> <li>• Is committed to the provision and improvement of quality service provision.</li> <li>• Is adaptable to change/embraces and welcomes change.</li> <li>• Is enthusiastic and decisive.</li> <li>• Communicates effectively.</li> <li>• Has the ability to learn from experiences and challenges.</li> <li>• Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills.</li> </ul>	APP / I

#### MEASURED BY KEY:

APP = Application form

ASS = Assessment activities

I = Formal interview

In addition to candidates' ability to perform the duties of the post, the interview will explore issues relating to safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people.
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Attitudes to the use of authority and maintaining discipline.
- The post holder will be required to have an enhanced DBS check.



If a disabled person meets the criteria indicated by the 'Two Ticks' symbol and provides evidence of this on their application form they will be guaranteed an interview.

## HH 18/05/2021

Note This job description and person specification conforms to the Shaw Education Trust job evaluation standards and cannot be amended/updated without SET HR approval.