

LINDEN LODGE SCHOOL

Job Description



STATUS

Job Title: ICT Technician

Accountable to: ICT Network Manager

Grade: Scale 2/3

CONTEXT

To support and assist pupils, staff and other users in the appropriate use of ICT, providing support to ICT stakeholders and manage appropriate records of support requests, following policies, procedures and school guidelines. Provision of support in specialist areas such as sensory and specialised pupil equipment.

The postholder will work both within the ICT department and across the wider school campus undertaking a range of day-to-day support tasks as well as project work as directed by the ICT Network Manager.

ICT Support

- In conjunction with the school IT Network Manager deliver the school's ICT service.
- Create network AD accounts and ensure users and devices are in the correct security or OU groups as required.
- Support specific cloud based application for staff and students.
- Maintain, upgrade, build and repair a wide range of computers and peripherals including a comprehensive inventory system.
- Detect, diagnose and resolve computer, peripheral and application errors.
- Install network software as well as stand-alone software, whilst ensuring the smooth integration of all PCs including laptops into the admin and curriculum network.
- Using asset management software remove, add and edit all new assets and monitor the locations of current equipment. Removal of old equipment in line with GDPR guidelines.
- Ensure that the school's network runs efficiently, provide technical support, resolve hardware and software problems, investigating faults and liaise with other team members.
- Setup staff with sign in / out access.
- Adjust disk space and printer quotas; create network shares and manage access rights in conjunction with the IT Manager.

Project Work

- Strategy, planning and identifying potential ICT requirements and suggest hardware and software solutions.
- Work alongside ICT Network Manager and contractors as directed to ensure works are carried out to agreed standards and specification.
- As directed by ICT Network Manager, work with vendors to identify required equipment, software solutions and ascertain quotations and prepare any documentation required including (but not limited to) purchase orders, technical specification comparisons etc.

School and Network Security

- Assign FOBs to new and current members of staff and students along with adding access to doors around the site.
- Update security permissions in line with policy and procedure
- Refer any security, firewall or filter breaches to the Safeguarding team, ICT Network Manager and other required SLT or appropriate staff.

Training and Development

- Attend all relevant ICT training and attend relevant job related seminars as required.
- Attend and complete all relevant school training as required.

Additional Duties and Responsibilities

- Any other duties commensurate with the post and grade that may be required of you by the ICT Network Manager, Co-Headteachers etc

Safeguarding

Be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation

Be fully aware of the principles of safeguarding as they apply to vulnerable adults to the workers role

Ensure that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection

Leadership

To work under overall supervision of the Co-Headteachers

CPD

Commitment to own continued professional development and to undertake mandatory training as required

<i>Service and Self Review</i>	Participate in the School's Self Review of performance Review methods of effective teaching and learning
<i>Behaviour / Risk Management</i>	Work with other colleagues to ensure safety of both workers and users at all times
<i>Supporting other colleagues</i>	Work with and support other colleagues to ensure the smooth and effective running of the School
GENERAL DETAILS	
REVIEW	
<p>This job description does NOT define all the duties and responsibilities commensurate with the post. As such, it will be reviewed at the end of the academic year or earlier if necessary and may be amended at any time after consultation with you.</p>	