



## Heston Community School

**Job profile:** IT Technician

**Reporting to:** IT Manager

**Grade:** Point 26-28 (£24,990-£26,538)

**Working Time:** This is an all year round post and the postholder will be expected to work a 36 hour week and will be expected to take their annual leave entitlement during the school holidays. The hours of work will be 8:00am – 4:15pm including an hour for lunch Monday-Thursday. The hours on a Friday are 8:00am – 4:00pm.

### **JOB PURPOSE:**

The IT technician is responsible for:

- Assisting in the development, support, maintenance and security of all ICT systems within the school.
- Assisting in the installation, configuration and testing of hardware and software.
- Providing technical advice and assistance in the classroom to support students and teaching staff with learning activities.
- Assisting with staff training as required.

### **Key tasks and accountabilities will include the following:**

- S/he is required to support and encourage the school's ethos and its objectives, policies and procedures as agreed by the governing body.
- S/he shall uphold the school's policy in respect of child protection and safeguarding matters.
- S/he shall be subject to all relevant statutory and institutional requirements.
- S/he may be required to perform any other reasonable tasks after consultation.
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.
- This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.
- All members of staff are required to participate in the school's appraisal scheme.

- S/he shall establish and maintain good relationships with all students, parents/carers, colleagues and other professionals.
- S/he shall assist with the operation of the school's information and communication networks, undertaking appropriate repairs as necessary.
- S/he shall assist with the effective development of the school's information and communications networks including the website.
- S/he shall advise and assist her/his line manager and the senior leadership team on hardware and software matters within the school including any ICT developments, relevant bids and suppliers.
- S/he shall assist administrative staff with hardware and software operations as required by her/his line manager
- S/he shall assist with ensuring that staff and students have a satisfactory, robust, reliable and secure ICT environment, including back-up schemes for the curriculum and administration ICT environments.
- S/he shall assist with installation and configuration of hardware and software including new releases, carry out testing and train staff and students.
- S/he shall assist in the monitoring of the performance of hardware, software and the network, identifying problems and resolving them, and advise her/his line manager of issues and potential improvements.
- S/he shall assist in providing live run scheduling and monitoring as required, including integrity checking for archive/back-up data including data export for networks and other regular housekeeping and maintenance procedures.
- S/he shall assist in ensuring security of work on the network by maintaining a regular programme of backing-up, including taped back-ups and mirrored hard drives, and setting and monitoring access levels of all users.
- S/he shall assist with the safe receipt and storage of hardware, software and consumables including any necessary unpacking and installation.
- S/he shall assist in maintaining accurate and up to date records of all ICT hardware and software on site including its signing out/in to staff, for example, laptops and digital projectors.
- S/he shall check and re-fit toner and cartridges and carry out periodic printer maintenance.
- S/he shall assist in the control of stock, including liaising with suppliers, maintaining records, and monitoring stock levels.
- S/he shall assist in maintaining a log of problems, changes and resolutions.

- S/he shall assist in monitoring and managing the use of the internet within the school and report issues to her/his line manager.
- S/he shall support the network by adding new members of the school community and the archiving of user materials from school leavers before removal of their user accounts.
- S/he shall support the delivery of INSET programmes for staff and assemblies as required.
- S/he shall ensure that all administrative duties, checks and documentation are completed to the required level of accuracy including returns and reports.
- S/he shall process, input and extract information from other school's database system/s as required.
- S/he shall collate information, statistics and prepare reports as required by her/his line manager, the headteacher and the governing body.
- S/he shall attend school events as required and provide associated technical support.
- S/he shall attend relevant meetings and training sessions.
- S/he shall keep abreast of developments and changes in the ICT field and communicate to staff as appropriate
- S/he shall assist with checking and re-stocking paper and printing consumables
- S/he shall carry out any bulk printing, or specialised printing required by staff.
- S/he shall assist with the updating of all content on the school website.

**This Job Profile is current at the date shown but, in consultation with you, may be changed by your Line Manager, Senior Line Manager or Headteacher, to reflect or anticipate changes in the job commensurate with the salary and job title.**

## **CANDIDATE SPECIFICATION**

**Successful candidates are likely to be able to give evidence in support of all or most of the following:**

### **Professional Skills and Experience**

- Studied to a minimum standard of GCSE (grade A\*–C) or equivalent, in English and mathematics.
- ICT related qualifications.
- Experience of working within an ICT environment, diagnosing and solving problems (at least two years).
- Further education qualification relevant to the field.
- Experience of working in a school or similar establishment.
- Experience of training staff in ICT.
- Ability to build and form good relationships with colleagues and students.
- Ability to work constructively as part of a team, understanding school roles and responsibilities including own.
- Ability to absorb and understand a wide range of information.
- Verbal and written communication skills appropriate to the need to communicate effectively with colleagues, students and other professionals.
- Good standard of numeracy and literacy skills.
- Good analytical and problem solving skills.
- Good working knowledge of a range of ICT software, hardware and other resources.
- Working knowledge of relevant policies, procedures, codes of practice, and awareness of relevant legislation e.g. concerning licences.
- Understanding of networks, LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.
- Can proficiently use office computer software including word-processing, spreadsheet, database and internet systems.
- Initiative and ability to prioritise one's own work.
- Able to follow direction and work in collaboration with Line Manager.
- Able to work flexibly to meet deadlines and respond to unplanned situations.

- Efficient and meticulous in organisation.
- Desire to enhance and develop skills and knowledge through CPD.
- Commitment to the highest standards of child protection.
- Recognition of the importance of personal responsibility for health and safety.

***Heston Community School is committed to working in wider partnership which will promote wellbeing outcomes for young people.***

## **Safeguarding Children**

### Context:

All staff are part of a whole school Team. They are required to support the values and ethos of the School and school priorities as defined in the School Development Plan.

This will mean focusing on the needs of colleagues, parents/carers and students and being flexible in a busy and pressurised environment.

Because of the nature of this job, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. Therefore, it is essential in making your application you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 [2] of the Rehabilitation of Offenders 1974 [Exemptions] [Amendments] Order 1986. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up, any failure to disclose such convictions will result in dismissal or disciplinary action by the School. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers.

**The School is committed to safeguarding and promoting the welfare of children and expects all staff to share this commitment.**