ARCHBISHOP TENISON'S C.E SCHOOL

IT TECHNICIAN JOB DESCRIPTION

Job Title: Assistant IT Technician

Salary Scale: **Grade 1 (Point 1 to 3) Salary Range £20,658 - £21,408**

Hours: 15 hours per week Monday, Tuesday and Wednesday

8.15am – 1.45pm (term time +10 days)

Reports to: Senior IT Technician

Responsible for: Whole school IT support working alongside the Senior IT Technician

Review Date: **December 2021**

Role Purpose and Role Dimensions: Provide specialist IT support, including preparation, and maintenance of IT resources and support to staff and pupils.

Under guidance, ensure that the school establishes and maintains high quality learning facilities

Key External Contacts: Intersys Ltd- 3rd Level support
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Key Internal Contacts:
- Headteacher and SLT
- Senior IT Technician
- IT Officer
- Exams Officer
- Administrative Staff
- Heads of Department
- Teachers
- Students

Financial Dimensions: Assisting the school with achieving value for money

Key Areas for Decision Making:

Under the direction of Senior IT Technician

- Organise ICT to trouble-shoot and repair when possible ICT and audio visual equipment problems.
- Install hardware and remove software on workstations.
- Ensure maintenance of all hardware, software, and equipment.
- Keep an inventory of all equipment, ensure that all equipment is security tagged/marked after purchase.
- Ensure that ICT services maintain non-contract printers in terms of refilling printer toner and ink cartridges, head cleaning and alignment.

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- Monitor and stock, cataloguing resources and undertaking audits as required.

- Maintain specialist equipment, check for quality/safety, undertake specialist repairs/modifications within own capabilities and arrange for other repairs/modifications to be carried out by others.
- To be aware of the School's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- To maintain client records and archive systems, in accordance with school procedure, policy and statutory requirements.
- You are expected to treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employees' access to and use of the school's databases. Any breach of these rules and protocols will be regarded as subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.
- Be aware of and comply with policies and procedures relating to child protection, data protection and GDPR, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of pupils.
- Attend and participate in regular meetings.
- Participate in training and other learning activities and performance development as required.

Person spec:

Knowledge desired not essential

- MS Office 365, Apple OS and desktop related software products Desired skills
- Good standard of numeracy and literacy with English and Maths GCSE (Grade A-C) or equivalent
- The ability to balance priorities and take responsibility for the completion of a task.
- To be able to work independently and show initiative in providing an ICT Support Service covering hardware, software and peripherals
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- Personal attributes
- Self-motivated, with a strong commitment to team-work and service.
- Excellent interpersonal skills with the ability to communicate effectively with a wide range of people and personalities
- A common sense approach and enthusiasm to learn.
- The capacity to remain calm and to cope under pressure.
- Troubleshooting skills, backed by a clear, analytical approach to problem solving.
- Flexible and adaptive as this role may require some evening or weekend work at times, (time off in lieu will provided)
- Able to relate well to young people.
- Personally committed to the school's ethos, work and aims