



Job Description

Position :	Junior ICT Technician
Reports to:	Network Manager
Supervises:	n/a

Purpose / Overall Objective

- To check and maintain the school's ICT resource for safe, effective use by pupils and staff.
- To provide basic technical support in line with the school's ICT support service definition.
- To support pupils and staff in the appropriate use of ICT.

Key Tasks

THE INSTALLATION AND MAINTENANCE OF THE SCHOOL'S ICT RESOURCE:

Desktop & Application Support

- Connect, set up and check PCs and peripherals for normal operation.
- Perform routine maintenance tasks, including installing basic software packages and setting common options.

Server & Network support

- Set up hardware and perform basic checking of networked PCs.
- Perform routine maintenance tasks for user accounts; run basic network monitoring reports and utilities.

Health & Safety

- Follow relevant H&S procedures and raise awareness among staff, pupils and other users.

THE SUPPORT AND MANAGEMENT OF THE SCHOOL'S ICT SERVICE:

Configuration & Installation

- Follow an acceptance test procedures for new ICT equipment.
- Update records of installed hardware and software; maintain a software library and store original copies of installed applications.

Continuity, Maintenance & Security

- Follow routine maintenance procedures.
- Follow school backup, virus protection and security procedures.

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**Support Request Management**

- Record accurately support requests, outcomes and time taken in the support log.
- Investigate requests for support; record diagnostic information, retrieve details of similar requests and either resolve or escalate to the appropriate level.

Internal Support Arrangements & External Contracts

- Work to the school's support service definition; report on variations to contracted services and escalate contract/warranty issues appropriately.

*THE DEVELOPMENT OF THE SCHOOL'S ICT SERVICE:***Strategy & Planning**

- Identify possible ICT requirements and solutions.

Budget & Team Responsibilities

- Work as part of a team.

The post holder will be expected to carry out such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Professional and Personal Requirements**Personal ICT Development**

- Attend relevant courses to improve ICT skills.

Communications

- Support staff and pupils in the use of ICT resources through direct interaction and by producing simple help sheets.

Educational Awareness

- Attend and support staff training sessions, to increase personal understanding of how ICT is used in specific contexts.