

## Job Description

<b>Position :</b>	Junior ICT Technician
<b>Reports to:</b>	Network Manager
<b>Supervises:</b>	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.