**Crompton House Church of England Multi Academy Trust**

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| **JOB DESCRIPTION** | | | |
| **Post Title:** | Trust Senior ICT Technician | | |
| **Location** | Crompton House Church of England School | | |
| **Grade:** | 4 (SCP 12-17) | **Hours:** | 36.40 per week, Full year |

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| **PURPOSE OF POST** | To maintain hardware and software used by staff and pupils across the Trust and to provide technical advice on ICT matters as they relate to the school(s). To support teachers in developing the use of ICT to support the curriculum.  Under the supervision of senior IT staff, support all users with problems, requests, and incidents via the ICT helpdesk. Provide 1st and 2nd line Technical support to trust schools and carry out Managed Service visits to primary schools as directed by the Head of ICT. |

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| **KEY TASKS:** | |
| **Supporting Teachers and Pupils** | * Assist the teacher by supporting individuals or groups of pupils during practical aspects of learning. * Develop ICT skill levels in both teaching and support staff as appropriate. Provide information, advice and assistance for teachers, pupils, and other members of staff on the use and setting up of computer equipment, software and procedures. * Produce material and equipment required for teaching as requested, including photocopying, printing, downloading of material, work sheets and help sheets. |
| **Technical ICT Support** | * Set up equipment such as laptops, data projectors, interactive whiteboards, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly. * Maintain ICT installations, peripherals, and software; restoring faults, replace consumables, updating software and setting up new equipment. * Detect, diagnose, and resolve basic computer, server and peripheral device faults. Interpret diagnostic information, prioritise resolutions and determine if external support is required. * Schedule ICT maintenance activities across in allocated trust schools, making amendments as appropriate for additional tasks/requests. * Carry out site visits and provide technical support visits to other schools in the Trust as directed. Performing on-site maintenance, providing 1st and 2nd line support, ensuring a high level of service to all users in line with IT services procedures. * Support data integrity in Trust schools. * Keep abreast of new technology and make suggestions for improvement and efficiency as appropriate. * Administer and maintain school systems including Active Directory, Office 365, Papercut ensuring new users are added, removed, and modified as required. |
| **Health & Safety/Safeguarding** | * Where requested, to assist with reviews of safeguarding policies and procedures in relation to the use of ICT, including pupil’s use of networking sites, and support the Senior Leadership Team in implementing the safeguarding policy. * Implement back-up, virus protection and security policies in allocated trust schools including staff and pupil access to data and files. Note risks to ICT systems and suggest precautions. * Ensure that basic safety checks are carried out and escalate problems as required, maintain necessary records. Contribute to the writing and reviewing risk assessments associated with using ICT and operating ICT equipment. * Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements. * Ensure routine safety checks, including electrical tests, are carried out and appropriate records maintained |
| **Administration** | * Maintain an up-to-date inventory of ICT software & licences in school. Take appropriate steps to ensure the security of equipment and asset labelling as necessary. * Operate an efficient system for stocking, storing, and distributing items used in the Department/School, including any associated record keeping. * Receive and check deliveries and associated invoices, notify the appropriate person of any discrepancies. * Track expenditure against budget and produce simple estimates for planned expenditure on consumables. * Record loans of ICT equipment. Replace consumables and monitor usage in ICT areas. Keep a log of the types of faults fixed and investigated to refer to if similar errors/faults reoccur. * Provide management information as requested. * Record all support requests within the IT Helpdesk, operating within set SLAs. * Provide a printing service for departmental and whole school activities if required. |

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| **STANDARD DUTIES** |
| * To understand the importance of equality and diversity in the workplace and service delivery and promote equal opportunities for all, respecting the rights of other staff and students to be treated with dignity at work. * To uphold and promote the values and the faith ethos of the Trust. * To implement and uphold the policies, procedures, and codes of practice of the Trust, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying, and safeguarding/child protection, ensuring confidentiality as appropriate. * To take a pro-active approach to health and safety, working with others in the Trust to minimise and mitigate potential hazards and risks, and actively contribute to the security of the academies e.g., challenging a stranger on the premises. * To participate and engage with workplace learning and development opportunities to continually improve own performance and that of the team/Trust * To attend and participate in relevant meetings as appropriate. * To undertake any other additional duties commensurate with the grade of the post. |

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| **CONTACTS** | Pupils, colleagues within the school, suppliers and visitors within the Trust |
| **RELATIONSHIP TO OTHER POSTS WITIHN THE DEPARTMENT** | **Responsible to:** Head & Assistant Head of ICT Services  **Responsible for:** N/A |
| **ADDITIONAL NOTES** | An enhanced Disclosure and Barring Service (DBS) check will be requested on successful application to a position in the Trust or Academy. |
| **REVIEW ARRANGEMENTS** | The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | February 2023 | JY | Business Manager |
| **Reviewed** | February 2023 | DN | Trust Head of ICT Services |
| **Reviewed** | December 2024 | JM | Trust Head of ICT Services |

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| **Person Specification** | | | |
| **Selection criteria** | **Essential** | **Desirable** | **How**  **Assessed** |
| **Education & Qualifications** | | | |
| Willingness to undertake NVQ level 2 in ICT or equivalent | ✓ |  | A/I |
| NVQ level 2 in ICT related subject or equivalent |  | ✓ | A/D |
| **Experience** | | | |
| Experience of diagnosing and correcting straightforward faults in ICT hardware and software | ✓ |  | A/I |
| Experience of undertaking a wide range of ICT tasks and responsibilities in an educational setting |  | ✓ | A/I |
| Experience of installing, configuring, and testing computer hardware, network operating systems, software and peripheral equipment | ✓ |  | A/I |
| Experience of working in a team and supporting others to achieve objectives and complete tasks to deadlines | ✓ |  | A/I |
| Experience of keeping basic records | ✓ |  | A/I |
| Experience of tracking expenditure and monitoring budgets |  | ✓ | A/I |
| **Skills & Abilities** | | | |
| Interpersonal skills to build effective working relationships with pupils and staff across the school | ✓ |  | A/I |
| Communication skills to give advice and guidance to others both spoken and in writing | ✓ |  | A/I |
| Analytical skills to investigate problems and information, drawing conclusions and making recommendations for action | ✓ |  | A/I |
| Initiative to work without direct supervision and respond to unexpected problems | ✓ |  | A/I |
| Organisational skills to prioritise own workload and complete tasks to required deadlines | ✓ |  | A/I |
| **Knowledge** | | | |
| Understanding of the importance of data protection, confidentiality, and ICT security issues within the school environment to ensure the business of the school is protected and pupils are kept safe | ✓ |  | A/I |
| An understanding of the wider safeguarding agenda working with children and young people | ✓ |  | A/I |
| Knowledge of potential health and safety risks and issues working with computers and electrical equipment | ✓ |  | A/I |
| **Work Circumstances** | | | |
| Able to work flexibly according to the needs of the school between activities supporting pupil’s learning and activities supporting the smooth and effective running of the school | ✓ |  | I |

Key: I = Interview R = References A = Application D = Documentation T = Test

NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview