

# Lancashire County Council

## Role Profile - Operational Context Form

<b>Post title:</b> ICT Support 2					
<b>Directorate:</b> CYP			<b>Location:</b>	Schools	
<b>Establishment or team:</b>		St Augustines RC High School		<b>Post number:</b>	
<b>Grade:</b>	Grade 5 pt 6-11	<b>Staff responsibility:</b>		<b>Essential Car user:</b>	

**Purpose of the role (job statement)**

To support the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Additional Purpose – Part or all of any other equivalent or lesser graded profile undertaken for a minority of the post holders contractual time.

**Accountabilities/Responsibilities – appropriate for this post:**

Key Duties:

1. Ensure dedicated ICT areas are ready for use each day and that they are in good working order at the end of each day
2. Provide first line support for all IT related queries, escalating issues where appropriate.
3. Log, co-ordinate and track requests on the School's helpdesk system.
4. Install and configure hardware/software applications
5. Troubleshoot hardware and software issues.
6. Monitor and maintain school computer equipment. (PC's, Laptops, Tablets, Phones, Projectors, Photocopiers)
7. To assist with IT related hardware and software upgrades
8. Maintain the school website and social media channels
9. Provide filming and photography including editing/enhancing
10. Assist teaching and learning in the classroom by offering application support
11. Deliver a reprographics service to the school
12. Produce promotional material for school events
13. Take a pivotal role in events, productions and assemblies
14. Provide sound and lighting control for the school events
15. Keep up-to-date an Inventory of equipment logged centrally on the School's audit system.
16. To maintain a high degree of customer service for all support queries

Individuals in this role may also:

1. Carry out desk-top publishing procedures
2. Provide bespoke ICT training for staff and pupils
3. Check and maintain stocks of ICT consumables
4. Allocate work to other members of ICT support staff

<b>Prepared by:</b> Yasmin Desai	<b>Date:</b> 15/06/2021
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**The above form** sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

**Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

## Grade Profile

### Level Five – Operative / Support (Grade 5)

<b>Level Five Purpose</b> To apply practical methods, techniques, work procedures or processes in support of, or delivery of, the service.
<b>Scope of Work</b> Role holders will undertake a range of standardised procedures, some of which maybe relatively complex, and use associated tools and equipment. Role holders may be expected to respond independently to unexpected problems or situations.
<b>Accountabilities/Responsibilities</b> Role holders may be responsible for: <ul style="list-style-type: none"><li>▪ Instructing and checking the work of others; or</li><li>▪ Planning and organising tasks; or</li><li>▪ Interpreting information, solving task-related problems or implementing regulations; or</li><li>▪ Producing work of the required standard; or</li><li>▪ Providing advice and guidance on established internal policies and procedures.</li></ul>
<b>Skills, knowledge and experience</b> <ul style="list-style-type: none"><li>▪ Previous relevant experience or the ability to demonstrate the competence to carry out the job.</li><li>▪ Possession of, or the ability to demonstrate the capability to gain, relevant qualifications, licences or equivalent where applicable.</li><li>▪ Enhanced skills appropriate to the job discipline.</li></ul> <p>In addition to the skills, knowledge and experience described, you may be required to undertake a lower graded role as appropriate.</p>
<b>Performance Measures</b> <ul style="list-style-type: none"><li>▪ Completion of work to required standards and deadlines.</li></ul>