

SPECIFIC JOB RESPONSIBILITIES

Purpose of the role is to

- A) To manage, monitor and maintain the School's ICT resources for safe, effective use
- B) To assist in the development of current and emerging technologies for use in the classroom

Specific Responsibilities

- Provide IT Support for all related queries, escalating issues where appropriate.
- Log, co-ordinate and track requests on the School's helpdesk system.
- Inventory of equipment logged centrally on the School's audit system.
- Assist in the maintenance of the School's ICT Network
- Perform installation/upgrades of software as required
- Provide technical support and training to pupils and staff
- Provide application support
- Provide classroom support
- Supporting teachers in their current use of interactive teaching technologies
- Researching emerging technologies for the purpose of enhancing teaching and Learning
- Detect, diagnose and resolve device, peripheral and application errors
- Maintain hardware peripherals (PC's, Laptops, Tablets, Phones, Photocopiers,)
- Assist in purchasing process of IT/Reprographics equipment for the School
- Maintain/configure internet systems to ensure they are safe and offer full protection to all users
- Perform routine maintenance tasks for user accounts including Microsoft Office 365
- Liaise with suppliers as requested
- Assist with sound and lighting requirements for school productions
- Assist in the reprographics department with photocopying, assist with assembly, hall, library, meeting set ups.
- Assist with the design and update of the school website and social media
- Under Health and Safety, carry out basic safety checks and follow relevant H& S procedures. Raise awareness among staff, pupils and other users
- Follow school backup, virus protection and security procedures
- Attend relevant courses for professional development relevant to responsibilities

PERSON SPECIFICATION

Essential Criteria

- Minimum 4 GCSE (including Maths and English) at Grade C (Grade 5) or higher
- NVQ in Computing Studies or equivalent
- Must have a good understanding of the operation of IT hardware and software, particularly in the Microsoft Windows Environment
- Knowledge of Windows 7/8/10, Windows Server 2012/16/19
- Experience with Ethernet and Local Area Networks
- Experience with hardware repair and maintenance
- Must be self-motivating and able to demonstrate an ability to achieve specific projects
- Must, at all times, achieve high standards of professional behaviour in dealing with pupils and staff
- Excellent communication and interpersonal skills
- Knowledge and experience of working with audio visual media
- Excellent organising and problem solving skills
- Must have the ability to explain problems and solutions clearly to non-technical users
- Must have the ability to prioritise your own workload, work under pressure and meet deadlines.
- Must be adaptable and approachable and be able to communicate effectively with both pupils, staff and governors of the school

Desirable Criteria

- Knowledge of standard Data Communication Architecture
- Knowledge of systems management procedures
- Experience of working within a school environment