IT Technician Job Description

Job Title: IT Technician
Grade: Scale 4: PT 18 – PT 21
Responsible to: Head Teacher and School Business Manager

Principal Responsibilities

To manage the school's ICT infrastructure and to provide technical support to ICT users on a day to day basis.

Main Duties

- Ensure all required ICT systems and services are available to staff and students and support the use of ICT equipment and software in lessons as necessary
- Maintain the school's Office 365 email system and internet access
- Manage support requests and software licensing
- Maintain and manage servers, network hardware and end devices
- Administration of IP based phone systems
- Manage licences and administration of an antivirus solution
- Manage firewalls and our exposure to the wider web /access lists between LANs
- Manage the school's ICT infrastructure including software and hardware, advising the Headteacher and Governing Body in ICT management.
- Maintain an asset register of hardware and software in line with school policy.

Developmental Duties

- Support implementation of improvements to IT infrastructure, software and services according to ever changing requirements
- Support implementation of systems that facilitate convergence of IT systems and resources trust wide
- Ensure a suitable balance of security and usability of trust data
- Getting quotes for equipment and services, selecting the best companies for value and quality
- Keep abreast of developments and new technologies that are useful to the trust

Organisational Duties

- Adhere to and promote systems and protocols for staff and students to get help with IT issues i.e. centralised knowledge base and call logging system
- Maintain and administer a school wide system to share policies, risk assessments and best practices
- Provide practical instruction for new systems and equipment
- Liaise with and advise curriculum staff with regards to new educational software, services and devices
- Liaise and work with external IT support / service providers as necessary
- Develop and continually update the school website
- Advise on major developments in ICT systems/resources and support/ lead their implementation

Additional Requirements
- To attend meetings where appropriate and undertake staff training as and when required
- Porterage of hardware (some of which may be heavy)
- Installation of equipment which may require working at height and/or confined spaces e.g. data cabinets

Any other duty or responsibility as may be directed from time to time by the Head Teacher. This job description will be the subject of an annual review, and any part of it may be amended as a result of such a review, or at any time after consultation with the post holder.

The Post holder must promote and safeguard the welfare of the children and young people that come into contact with.

The Post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Academy.

The Post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Academy records and information.

The Post holder must carry out their duties with full regard to the Academy's Equal Opportunities Policy, Code of Conduct, Child Protection Policy and all other relevant Policies.

The Post holder must comply with the Academy's Health and safety rules and regulations and with Health and Safety legislation.