

Job Description

**Job Title:** ICT Technician

**Reporting to:**  Network Manager **Grade: D 13 to 15**

**Overall purpose of the post:**

To support the provision of high quality and professional ICT support service to all staff and students within the Academy as and when required.

**Main duties and responsibilities:**

* Manage own workload through the allocation of calls via the helpdesk.
* Providing first line ICT support to staff and students.
* Assist with the maintenance of all ICT rooms and equipment.
* Assist with general technical support for the ICT department
* Assist with the evaluation of new and existing software
* Attend and contribute to ICT related meetings.
* Assist in the development of recording systems for ICT usage throughout the department.
* Assist in keeping the ICT software/hardware inventories up to date.
* Assist in providing technical support for staff presentations.
* Be aware of and adhere to all relevant health and safety legislation associated with duties undertaken.
* Commission, maintain, test and repair electronic/computer systems, associated peripherals and AV equipment ensuring this equipment complies with health & safety legislation.
* Install and configure software under the direction of the network manager.
* To comply with the Academy’s child safeguarding procedures, including regular liaison with the designated child safeguarding person over any safeguarding issues or concerns;
* To comply with Academy policies and procedures at all times.
* Undertake other reasonable duties (with competence and experience) as requested, in accordance with the changing needs of the organisation.

**Personal Contacts**

**External:** Contractors, suppliers, parents, external agency professionals, other government and local authority staff, other staff from academies and schools.

**Internal:** Students, staff, board and Academy council members, parents and any other visitors to the Academy.