

# Job Description

## Position Overview

### **JOB TITLE**

ICT Technician

### **REPORTS TO**

Facilities & ICT Manager

### **LOCATION**

Discovery Multi Academy Trust

### **CHECKS REQUIRED**

Enhanced DBS check required

### **JOB PURPOSE**

Responsible for the maintenance and security of ICT networks across three academies. Manage and ensure effectiveness of servers and their associated operating systems and software. Ensure ICT functions efficiently and effectively to meet the needs of the MAT and its users. Remain mobile and offer prioritised support where it is needed across the academy. Advise senior management team of required hardware and software updates.

### **DECISION-MAKING**

The job involves working from instructions, but making minor decisions involving the use of initiative. Uses initiative to assess when a quick fix is not enough to permanently resolve a problem and refers the situation to more senior staff. Problems are referred to a supervisor / manager. Little close supervision is necessary beyond that provided by working arrangements and methods.

### **ACCOUNTABILITIES**

- Under the direction of the ICT Technician, provide advice and assistance to staff and pupils
- Undertake routine maintenance of the school ICT infrastructure.
- Assist with the installation and updating of software as required.
- Assist in the replacement of consumable materials relating to ICT.
- Demonstration of new software or hardware to all members of the school community.
- Help set up ICT equipment for curriculum use working under the direction of the technical team.
- Assist in the administration and updating of the school website.
- Undertake other duties as directed and commensurate with the grading of the role.
- Potential for line management responsibilities.

### **DEMANDS**

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Requirement to periodically lift and carry ICT equipment as well as working in restricted positions while maintaining equipment.

There will be some work-related pressure when required to fix problems with ICT equipment in order that lessons can proceed. There will also be periods of up to 2 hours where information is

checked, consumable stocks levels are monitored, and resources are catalogued. There will also be a requirement to answer queries from end users and maintain inventories of ICT equipment.

## WORKING CONDITIONS

Occasional exposure to students whose behaviour may be unacceptable but the post holder will not be required to deal with such incidents.

Exposure to the general background noise of the school plus occasional exposure to dirt, dust and smells.

## EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS

### Essential

- Qualifications to suit the role or equivalent qualification or experience in relevant discipline.
- Numeracy and literacy skills.
- Working knowledge of PCs and Local Area Network Environments.
- Awareness and compliance with policy and procedure relating to child protection, health & safety and security, confidentiality and general data protection.
- Awareness of specific health and safety issues relating to ICT.

## SKILLS AND TECHNICAL COMPETENCIES

- Diagnose and resolve ICT problems of a routine nature making judgements on straightforward job-related information.
- Communicate matter of an ICT technical nature with members of the team and will be tactfully interacting with staff, students and possibly suppliers and contractors.
- Keyboarding skills for inputting data, supporting staff and students and maintaining basic equipment and resources plus operation of office equipment.

## CORPORATE STANDARDS

- Act in accordance with appropriate legislation and regulations, codes of practice, the provisions of the council's constitution and its policies and procedures.
- Work within the requirements of the MAT's Health and Safety Policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.