



## Stockport School

### Job Description

**Post:** Senior ICT Technician

**Responsible to:** ICT Network Manager

#### **Key Responsibilities:**

The Senior ICT Technician is an important part of the ICT team. The school is increasingly dependent on its ICT systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work to optimum effect. It is essential that the school is at the forefront of efficient and effective systems which contribute to the school's vision of raising achievement through Information and Communications Technology.

#### **Main Purpose of the job**

- To provide first line and second line ICT and AV Support to the school's staff and students
- Pro-actively monitor the ICT Helpdesk for incoming request and respond in a timely fashion
- To take responsibility for workstations, laptops, interactive TVs and other locally installed hardware such as printers, scanners, and visualisers, etc.
- Check the performance and physical condition of ICT rooms and equipment periodically
- Monitor and replenish printer toner stock levels and other consumable parts
- Manage and maintain bookable equipment
- Provide Audio Visual support in classrooms, assemblies, performing arts departments, productions and other events as required
- Provide support to the school website and social media platforms in terms of maintenance and development
- Provide support to the maintenance and operation of the school's CCTV system
- To deputise for the ICT Network Manager, as appropriate
- To support the development of ICT across the school

#### **Supporting Staff and Liaison**

- Work closely with teaching and support staff to satisfy user requirements.
- Liaise with outside suppliers and agencies to resolve technical faults and ensure faulty equipment is repaired promptly.
- Assist teachers to prepare for the delivery of lessons using ICT supporting where necessary
- Support staff in using software, to assist learning in the classroom
- Support all employees with the use of computer software and hardware

#### **Supporting Students**

- Support students with the use of computer software and hardware
- Work with students and staff to develop, maintain and update the school website and social media platforms



- Deal with, or report as appropriate, to the nearest member of the teaching staff, incidents that are seen or reported regarding students' welfare

## Managing Hardware

- Install, maintain and repair the ICT hardware as necessary
- Liaise with the ICT Network Manager to ensure an up-to-date inventory is kept of all the school's computer hardware
- Maintain computer peripheral equipment (scanners, printers, etc.)
- Follow ICT suppliers' recommended procedures
- Ensure upkeep and availability of presentation hardware and sound equipment

## Managing Software

- Install and test new software
- Make sure the school's software is available to appropriate users
- Keep an up-to-date inventory of all the school's computer software and licences, including registering software and checking that all licences are valid
- Keep a log of all the technical faults that occur with the school's computer equipment (hardware & software)
- Contribute to an IT Support knowledge database
- Ensure the school's anti-virus software is installed correctly, kept up-to-date and working properly
- Set up, maintain and remove user network accounts where appropriate
- Set up and configure group policies when necessary
- Actively monitor and maintain the schools Internet Filter
- Assist with the development and maintenance of the schools VLE (Firefly), website and social media platforms

## Health and Safety

- Co-operate with the employer on all issues to do with Health, Safety & Welfare
- Report misuse of ICT resources and incidences of misconduct
- Remove from use any equipment that is deemed unsafe
- Provide ongoing advice on the recommended Health & Safety guidelines for ICT users
- Liaise with the PAT Tester to ensure electrical safety tests are carried out as appropriate on IT equipment

## Continuing Professional Development

- In conjunction with the line manager, take responsibility for personal professional development
- Undertake any necessary professional development as identified in the School Development Plan taking full advantage of any relevant training and development available
- Maintain a professional portfolio of evidence to support the Performance Management process - evaluating and improving own practice
- To undertake such other duties related to the work of the school appropriate to the post

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Headteacher or the incumbent of the post.

**Job description agreed correct by:**

Postholder:

Signed: .....

Date.....



Headteacher:

Signed: ..... Date .....

