



Highclare School

ICT Technician Job Description

Job Purpose:

As part of the school support services the post holder will support the ICT network across the whole school environment through maintenance of ICT software, hardware and related equipment and ongoing technical support to staff and pupils.

Duties and Responsibilities

1. Ensure dedicated ICT areas are ready for use each day and are in good working order.
2. Provide support to end users as required by assessing incoming incidents and prioritising work according to timescales and processes.
3. Check hardware regularly and report any faults.
4. Keep accurate and timely records within the incident monitoring system making sure that the end user receives feedback at all times on the progress of faults and changes.
5. Proactively assist staff in solving any problems with using the school's network and to liaise with the ICT Manager and external agencies/companies as necessary.
6. Maintain and update IT stock, warranties and software licences in accordance with the asset register, ensuring that all hardware is security marked
7. Maintain the schools hardware database, network printers, video / audio editing facilities, interactive whiteboards and projectors.
8. Provide assistance in coordinating the testing and installation of new 3rd party software or services.
9. Log/update or remove asset register information relating to kit when it is moved/deployed or disposed of within the school.
10. Ensure all on-site and off-site back-ups are run and maintained.
11. Participate in the collation, collation, processing and storage of data and information to comply with school reporting requirements.
12. Adhere to ICT policies, including those relating to safeguarding and internet usage.
13. Assist with the installation and maintenance of hardware and software, proactively identifying and resolving issues.
14. Assist with the maintenance of the school's software security systems, updating virus protection programs as required.
15. Clear out any 'obsolete' material.
16. Attend and support school events outside normal hours as required.
17. Undertake other duties of a similar level and responsibility as may be required from time-to-time.
18. Adhere to the ethos of the school:
 - Promote the agreed vision and aims of the school
 - Set an example of personal integrity and professionalism.
 - Attend appropriate staff meetings and parents' evenings.
19. Carry out other duties as commensurate with grade in order to ensure the smooth running of the school.

Highclare School is committed to safeguarding and promoting the welfare of its pupils. There is a legal requirement to provide satisfactory replies to List 99 enquiries which are obtained in the form of an Enhanced Disclosure from the Disclosure and Barring Service.



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ICT Technician Person Specification

Essential Skills Required:

1. A sound understanding and relevant experience of ICT and computing to include both software and hardware.
2. Good communication skills at all levels
3. The ability to work equally as a team member or under independent initiative, prioritising tasks according to need on an on-going basis.
4. Technical experience of receiving and resolving ICT issues within schools across a range of devices.
5. A logical approach to problem solving and coordination of information.
6. A willingness to learn new skills and take on appropriate additional responsibilities
7. Five GCSEs or equivalent

Desirable Skills:

1. A flexible approach to work.
2. To have experience of working in an educational environment.
3. Minimum two years' experience in a similar role.
4. Advanced knowledge of MS Windows, Windows 10, Active Directory and MS exchange.
5. Experience of AV equipment
6. Knowledge of network switching, routers, DSL, firewalls and associated principles.
7. Knowledge and experience on server / desktop visualisation.