



Aylsham High School

Part of Aylsham Learning Federation

Job Description and Person Specification

Job Title	ICT Service Technician - Level 2
GR Number	GR9042
Grade	Scale E
Responsible to	ICT Service Manager
Hours of work	37 hours, term time plus 5 weeks

Role and Context

Job Purpose	<p>To provide installation, and maintenance support for the Federation's and related entities ICT resources.</p> <p>To provide administration support to the Federation's ICT service</p> <p>To assist with the audit of equipment, loan equipment, licences and warranties</p> <p>To assist in creating and publishing user training material</p> <p>To keep abreast of any technology refresh or upgrade and ensure that staff are aware of changes made</p>
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Principal Accountabilities

<ol style="list-style-type: none">1. To check on arrival, install and test software and hardware within capability of skills and experience.2. To ensure that anti-virus and Internet filtering software is in place, up-to-date and working properly.3. To assist with administration of the local area network at each school and related entities, ensuring that standards of data integrity, security and access are maintained.4. To assist in the provision of technical support to all staff users to resolve problems.5. To provide advice and instruction in the use of ICT equipment.6. To assist ICT team to maintain ICT equipment, software licence and warranties database and carry out an annual audit.7. To ensure that all peripheral (scanners, cameras, printers, projectors etc.) equipment is maintained in working order, to set up such equipment as required, and integrate with ICT equipment.8. To assist by administering repairs and maintenance of all computer equipment, liaising with contractors and ensuring timely return of equipment in compliance with maintenance agreements.9. To be familiar with the network infrastructure in the Federation and related entities (cabling, wireless, patch panels, routers, switches, hubs etc.)10. To replace ink cartridges in ICT suite(s), classrooms, offices and any other areas as necessary.11. To assist ICT team with deployment of ICT equipment around the Federation and related entities.12. To assist with the creation, production and distribution of user guides/training materials for information systems as required.13. Keep staff updated on technology changes.
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14. Ensure staff are familiar with the equipment.
15. Participate in R&D/Evaluation of hardware and software.
16. To assist at any of the Federation schools and related entities as and when required.
17. To participate in meetings as required.
18. To assist with setting up and supporting staff with audio visual equipment for school assemblies
19. To undertake such other duties as may be delegated or assigned commensurate with the level and grading of the post.

Review

This job description may be subject to modification or amendment 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.

Person Specification

This describes the qualifications, experience, skills and knowledge which are essential to do the job to a fully competent level.

Essential Qualifications

Practical experience in a support function preferably within a multi-discipline office/school environment and or relevant ICT qualifications.

Desirable Qualifications

Relevant ICT qualifications e.g. CompTIA A+ and or N+ or equivalent

Desirable Experience

Practical experience in supporting network operating systems, equipment, cabling and infrastructure products and in providing technical advice and guidance to users of networked computers and peripherals.

An understanding of LAN, WAN and Internet topologies, protocols and techniques together with proven technical background in desktop computers and peripherals.

Essential Skills/Knowledge

Teaching and Learning focus.

Diagnostic and problem solving skills.

Ability to work within set time constraints and work independently.

Ability to coordinate and manage own workload.

Understanding of the school environment and constraints.

Knowledge of networking and desktop computing.

Organisational, communication and liaison skills.

Have sensitivity to the different levels of expertise within schools and organisations.

Understanding of local government and the workings of the Education Department.



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General Information

The job descriptions details the main outcomes required and should only be updated to reflect **major changes** that impact on the outcomes of the job

All work performed/duties undertaken must be carried out in accordance with relevant County Council, department and school's policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.

Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Ethos

"Learning Together for Excellence"

We believe that every child is capable of achieving success and excellence through hard work, focused concentration and regular deliberate practice.

We are a safe, warm and welcoming community that always looks to treat each other with respect.

Our code of conduct of respect for yourself, respect for others, and respect for the environment help our community to thrive.

Values

We are a member of The Aylsham Cluster Trust - TACT a co-operative trust. We uphold **the co-operative values**:

Self-help - we help people to help themselves

Self-responsibility - we take responsibility for, and answer to our actions

Democracy - we give our members a say in the way we run our organisation

Equality - we are genuinely inclusive and pursue success for everyone

Equity - we carry out our work in a way that is fair and unbiased

Solidarity - we share interests and common purposes with our members and other co-operatives

Our Ethical Values are:

Openness - nobody's perfect, and we won't hide it when we're not

Honesty - we are honest about what we do and the way we do it

Social responsibility - we encourage people to take responsibility for their own community, and work together to improve it

Caring for others - we are a nurturing community that takes care of each other and we regularly support charities and local community groups