



Imberhorne School

Role Profile

Job Details

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| Job Title: | IT Technician |
| Salary/ Grade: | NJC Grade 5 |
| Hours: | Full time- 37 hrs per week, AYR |
| Contract Type: | Permanent |
| Reporting to: | IT Manager |

Main purpose

The IT Technician will:

Support the use of IT within the school environment through maintenance of IT software, hardware and related equipment and providing support to staff and pupils to ensure administration and learning outcomes are maximised.

Under the direction of the IT Manager, support the development, management and monitoring of related processes and procedures to ensure effective and efficient delivery of proactive and responsive IT services.

Duties and responsibilities

Operational

- Work with the IT Manager to identify, evaluate, manage and implement suitable hardware and software solutions which may benefit the school.
- Through robust help desk arrangements, provide a responsive service, with good levels of technical knowledge, to troubleshoot issues arising and user defined request, such as ID's, passwords, system navigation etc.
- Support the co-ordination of security and risk management for information managed by, and on behalf of, the school.
- Contribute to planning and/or implementation of programmes of work relating to all operating systems, storage and networks.
- Support the delivery of training for all staff with regard to the school's ICT, data and access systems.
- As directed by the IT Manager assist in maintaining the Business Continuity procedures, ensuring that these are in place, tested and fit for purpose.

- Provide effective support to respond to any parental queries and/or concerns that may arise in respect of IT and associated systems and processes.
- Maintain all administrative recording systems to ensure compliance with regulations, school requirements and for ease of retrieval.
- Provide appropriate support that helps to ensure that all equipment and workstations meet the requirements of health and safety legislation.
- Support the day to day management of the distribution of the IT equipment

General

Working with colleagues and other relevant professionals

- Collaborate and work with colleagues and other relevant professionals within and beyond the school.
- Develop effective professional relationships with colleagues.

Health and safety

- Promote the safety and wellbeing of pupils, and help to safeguard pupils' well-being by following the requirements of Keeping Children Safe in Education and our school's child protection policy
- At all times act in accordance with the schools Health and Safety policies, procedures and good practice guidance, following clear reporting lines and instructions.

Professional development

- Take personal responsibility to update knowledge and understanding by reflecting on own practice, liaising with school leaders, and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the school
- Take part in the school's appraisal procedures

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the school, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the school community
- Respect individual differences and cultural diversity

Other areas of responsibility

- The post holder may be required to work outside of normal working hours to support school events, meetings and emergencies

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the individual will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the headteacher or line manager.

Person Specification

| Criteria | Qualities | Requirements |
|-------------------------------|---|--------------|
| Qualifications and experience | Further or higher education qualifications relevant to the field, underpinned by a minimum standard of GCSE (grade A* - C). | Essential |
| | Experience of day to day support of ICT network/s, hardware and software functions within a school or equivalent environment. | Essential |
| | Experience of contributing to managing change and supporting the implementation of new systems, procedures and controls. | Desirable |
| | Experience in the day to day supervision and direction of staff. | Desirable |
| Skills and Knowledge | Working knowledge of relevant legislation, policies, procedures and codes of practice. | Desirable |
| | Practical knowledge of a range of ICT software, hardware and other associated systems and able to translate these into effective working practice. | Essential |
| | Good technical knowledge and experience in supporting operating systems, networks and internet topologies. | Essential |
| | Ability to absorb and understand a wide range of information and be able to communicate this effectively to others through various mediums. | Desirable |
| | Able to direct the day to day work of the team, delegating duties as required to meet operational requirements. | Essential |
| Personal Qualities | Effective interpersonal skills that can be adapted based on the audience, coupled with an ability to manage difficult conversations and potential conflict. | Essential |
| | Able to work autonomously, organising and prioritising work, even when under pressure, to meet deadlines and unplanned situations. | Essential |
| | Able to work flexibly and constructively a part of a team, contributing to maintaining a positive and enabling environment | Essential |
| | Commitment to enhancing and developing skills and knowledge through CPD. | Essential |