



Caldew School

Job Description

Job Title:	ICT Technician
Hours/Week:	37
Working weeks/year:	40
Role Profile:	OP 7
Line Manager:	Business Manager

Declaration of Care

Caldew School is a converter Academy and as such the Governors are the employers of all staff. They are grateful for the contributions that all staff make to the life, community and well-being of the school. They are committed to exercising their duty of care for all staff, ensuring that all employees of the school have duties at work which are reasonable, and that everyone has the means to do their job well.

The Governors also recognise the importance of professional development opportunities for all staff, and that each person's work should be kept in balance with their wider life and activities.

In order to achieve this, the governors work closely with the Headteacher, the Deputy Headteachers, and all staff. They will maintain an active Staffing Committee, ensuring that policies and procedures are up-to-date, clear, simple, and accessible. They will also ensure that an annual review of each person's work is completed.

Each member of staff will also have a job description, based on the school's model for the post and grade, but with individual discussion in establishing it. It will make the duties clear, but also allow for autonomy, creativity and flexibility. It will be reviewed annually, the job description forming the basis for discussion of the year's work by the member of staff.

This Job Description has been discussed and agreed by:

Member of Staff:

Line Manager:

Date:

This Job Description is current starting in the academic year September 2023 until August 2024. A renewed job description will only be issued should the role change.

SUPPORT STAFF

Support Staff at Caldew School work to the requirements of the Cumberland Council Single Status policies. All staff of Caldew School are required to implement school policies consistently to ensure the smooth running of the school. They are expected to make a full contribution across the school as needed, in order for the school to achieve its stated aims. All staff at Caldew School are committed to achieving outstanding outcomes for the students and themselves through their professional development.

Support staff should attend meetings as required to ensure they are informed of current whole school policies.

It is expected that at all times within the school, Caldew School staff will set the highest standards in their work, appearance and professionalism.

Note –This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually and may be subject to modification or amendment after consultation with the postholder.

JOB PURPOSE:

To carry out IT support within the school in order to provide an effective support service to Teaching and Learning.

PRINCIPAL ACCOUNTABILITIES

1. Providing support within lessons in order to help with delivery of the curriculum.
2. Working with the school IT provider, maintain ICT installations, hardware, software and peripherals; detect, diagnose and resolve computer, server and peripheral device faults, interpret diagnostic information, replace consumables, update software and occasional cabling.
3. To update and maintain digital communication systems including school website.
4. Respond to identified development needs of staff by supporting them or to recommend appropriate action.
5. Keep up-to-date with developments in educational software and hardware and inform staff. Support adoption of new technology and software.
6. Undertake work as required to achieve the overall aims of Caldew School.

KEY TASKS

1. Work with staff in classes when the need arises to support use of ICT.
2. Work with students (as above).
3. With consultation, update the school website to reflect a high performing and caring school.
4. Work with the Subject Team Leader for ICT to maintain and develop e-safety systems.

5. In consultation with the school IT provider, provide day-to-day maintenance of ICT installations, hardware, software and peripherals.
6. Day-to-day maintenance of the photocopiers.
7. Work with staff to identify their training needs, and where possible, support that development.
8. As part of the school IT provider team respond to helpdesk enquiries to support staff to resolve technical problems.
9. Dealing with individual access rights and password issues as they occur.
10. Maintain e-mail accounts.
11. Carry out checks to the school's back-up solutions as directed, to ensure effectiveness.
12. Maintain and up-to-date inventory of ICT hardware, software, peripherals and licences and AV equipment in school
13. Keeping abreast of IT developments and advising on future IT requirements for software and hardware.
14. To assist in the planning and contribute where appropriate to programmes of in-service training and provide support where necessary.
15. Ensure Health and Safety guidelines are followed when working with IT equipment, including the safe disposal or recycling of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
16. Working with the school IT provider respond appropriately to network and security problems

PERSON SPECIFICATION

Post Title: ICT TECHNICIAN

	ESSENTIAL	DESIRABLE
Qualification/Training/Competences	Hold or working towards appropriate qualifications	
Relevant Experience	<p>Experience as an IT Technician</p> <p>Experience of team working and individual working</p> <p>Experience of keeping accurate and up to date records</p>	Experience of providing ICT support in an educational setting
Knowledge	<p>Understanding of the importance of data protection, confidentiality and ICT security issues within the school environment, to ensure the students are kept safe and the business of the school is protected.</p> <p>Working knowledge of digital communication systems.</p>	Awareness of call logging and resolution process
Skills	<p>Excellent written and verbal communication skills and the ability to share ICT information</p> <p>Excellent customer service and interpersonal skills with a positive, 'can-do' approach</p> <p>Ability to relate well to children and adults</p> <p>The ability to work under pressure and as part of a team</p> <p>Ability to identify own training & development needs & cooperate with means to address these</p>	
Special Circumstances	<p>Able to work flexibly, according to the needs of the school including some evening attendance</p> <p>Willingness to keep up to date with new technologies</p> <p>Committed to the safeguarding of children and young people</p>	