

CHILDREN AND LIFELONG LEARNING – HR SERVICES

School				
Job No.	Post Title	Grade	JE Pts	Date
L1703	ICT Technician	Grade 5	397 NJC	April 2008

Statement of Purpose

To work under the direction and instruction of senior staff to support the school's computer systems, applications and associated software.

Support for the Classroom

- To provide adequate training and quality documentation for all systems.
- Troubleshoot software and hardware faults.
- Install software and hardware.
- Help to promote and ensure the Health and Safety and good behaviour of pupils when required.

Support for Resources

- To undertake the implementation and maintenance of the school's computer systems to comply with users' requirements and changes in legislation.
- To ensure the inclusion of controls and procedures to maintain the security, privacy, reliability and confidentiality of data in all systems.
- To undertake error corrections, new application releases and enhancements for bespoke and packaged systems and maintain contact with appropriate suppliers.
- Assist with the monitoring and management of stock (software and hardware) cataloguing resources and undertaking audits as required.
- Maintenance of specialist equipment, check for quality safety, undertake specialist repairs/modifications within own capabilities.
- To assist in the estimation of costing the implementation of new development or enhancements.
- To prepare progress reports and other relevant information to supervisor.
- To keep abreast of, and conversant with, all relevant legislation, technological developments and techniques.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Recognise own strengths and areas of expertise.

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- Assist with pupil needs as appropriate during the school day.

Note 1:

The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

**Person Specification
ICT Technician
Level 2**

Essential Criteria	Measured By
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in an ICT environment. 	AF/I
<p>Qualifications/Training</p> <ul style="list-style-type: none"> • Good numeracy and literacy skills. • NVQ level 2 for IT practitioners or equivalent qualification or experience in a relevant discipline. 	AF/I
<p>Knowledge/Skills</p> <ul style="list-style-type: none"> • Good understanding and ability to use relevant technology. • Ability to work constructively as part of a team. • Good communicate skills. • Ability to relate well to children and adults. • A good, working knowledge of current computer operating systems. • Good organising, planning and prioritising skills. • Methodical with a good attention to detail. 	AF/I

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<p>Behavioural Attributes</p> <ul style="list-style-type: none"> • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	<p>AF/I</p>
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AF - Application form | - Interview

Note 1:

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***