



## **JOB DESCRIPTION**

<b>Job Title:</b>	ICT Technician (Level 1) – based at a Trust school
<b>Salary:</b>	TPAT Point 7
<b>Responsible to:</b>	Digital Transformation Lead & ICT Manager
<b>Direct Supervisory Responsibility for:</b>	None
<b>Important Functional Relationships: Internal/External:</b>	TPAT Central Team, Partnership Headteachers & Governors, Senior Leadership Teams, Teachers, Support Staff, Pupils, Students, Parents/Carers, Suppliers of Goods and Services, External Contractors, Businesses & Agencies

### **Main Purpose of the Job:**

To contribute to the delivery of an effective ICT support service throughout Truro and Penwith Academy Trust to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.

To provide day-to-day first line support to IT users and to support in the running and maintenance of the schools ICT systems including hardware, software, servers and infrastructure.

This job description is not intended to be a complete list of duties and responsibilities, but indicates the major requirements of the post. It may be amended at a future time, to take account of the developing needs of the service. The post holder will undertake any other duties at the request of the ICT Manager, appropriate to the grade of this post.

### **Main Duties and Responsibilities:**

#### **Key Duties for ICT Team:**

- Contribute to the effective performance and service provision of ICT services to minimise disruption;
- Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements;
- Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required;
- Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting;
- Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria;
- Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintaining security and minimising disruption.

#### **Main Duties for this role:**

- Support the roll out of new hardware, systems, services and software;

- Install, maintain, repair and upgrade hardware and software systems across the school;
- Resolve hardware / software technical issues;
- Carry out regular equipment checks to ensure equipment is correctly functioning and is safe for use;
- Keep an accurate record of faults, work logs and inventories;
- Follow up planned schedules produced by the ICT Manager;
- Implement the agreed backup, antivirus and security policies and procedures;
- Create and maintain user accounts and ensure that users have appropriate access to systems;
- Replace consumables and parts as required (eg toner, maintenance kits);
- Support staff in the setting up and running of ICT/audio-visual equipment for assemblies, presentations, meetings, and school events;
- Maintain a safe and tidy working environment at all times;
- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns;
- Advise the ICT Manager of health and safety concerns, breaches, accidents and near misses;
- Comply with data protection regulations and maintain confidentiality at all times;
- Undertake PAT testing of ICT equipment, keeping accurate PAT testing records;
- Assist in the ordering of new and replacement ICT equipment and resources;
- Assist in checking and maintaining stocks of ICT equipment;
- Ensure correct disposal of unwanted ICT electronic equipment as directed by the ICT Manager;
- Attend regular ICT Team meetings;
- To occasionally be able to work outside the core school hours to support the schools with performances and events.

#### General / Other

This job description is not exhaustive and does not form part of your contract of employment. It has been prepared only for the purpose of the Trust's organisation and may change either as your contract changes or as the organisation of the Trust is changed. Nothing will be changed without consultation. This document will be reviewed annually as part of the appraisal process or as appropriate.

The Trust is committed to safeguarding and promoting the welfare of children, and to ensuring a culture of valuing diversity and ensuring equality of opportunities.

- The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility;
- The Health and Safety at Work Act 1974 and other associated legislation places responsibilities for Health and Safety on all employees. Therefore it is the post holder's responsibility to take reasonable care for Health, Safety and Welfare of yourself and other employees in accordance with legislation;
- The above duties may involve having access to information of a confidential nature which may be covered by General Data Protection Regulations (GDPR). Confidentiality must be maintained at all times.
- To ensure that pupils needs are prioritised and to have a clear sight of how this role impacts on the School's and the Trust's pupils at all times;
- To act as a Trust team member and provide support and cover for other staff where needs arise inclusive of occasional work at other sites within a reasonable travel distance;
- To be aware of and adhere to all School and Trust policies and procedures;
- To undertake mandatory training as required by the School / Trust;
- To be responsible for your own continuing self-development and attend meetings as appropriate;
- To undertake other duties appropriate to the post as required.



## PERSON SPECIFICATION – ICT Technician (Level 1)

Person Specification	Essential	Desirable	Recruiting Method
<b>Education and Training</b>	Requires a range of technical ICT knowledge / skills with hardware and software to support ICT services  Knowledge and skills equivalent to national qualifications level 3	Subject related GCSE or A level (or equivalent)  Level 2 Award in Support Work in Schools  ECDL Certificate	Application  Certificates
<b>Skills and Experience</b>	Skills for analysis of a variety of ICT issues; monitors and reports on system integrity and security  Communicates with staff and pupils as part of ICT technical support to solve issues and provide IT-related information and assistance  Provides internal ICT user support service for the benefit of pupils  Keyboard skills for data processing  Makes decisions on routine issues relating to system procedures and issues  More difficult issues referred upward  Working sometimes in confined and awkward spaces with short periods of greater effort eg moving IT equipment  Ability to work collaboratively & supportively with colleagues  Ability to organise, plan & prioritise workload	Experience of working in a school or similar environment  Experience of configuring, upgrading, troubleshooting, repairing & maintaining PC hardware, operating systems & software applications	Application  Interview  Assessment
<b>Specialist Knowledge and Skills</b>	Up-to-date technical knowledge of ICT, equipment, services & application to support a school environment  Work in IT support is regularly interrupted, although this does not normally require switching from one activity to another  Responsible for supporting and maintaining ICT systems and services	Operational knowledge of IT hardware & software  Working knowledge of audio / visual systems	Application  Interview  Assessment

	<p>Working knowledge of common user applications including Microsoft Office &amp; Internet Explorer</p> <p>Knowledge and awareness, understanding and commitment to the protection and safeguarding of children and young people</p> <p>Demonstrates an awareness, understanding and commitment to equal opportunities</p>		
<b>Behaviours and Values</b>	<p>A strong passion for learning and to develop own skills within ICT</p> <p>Enjoy working with young people</p> <p>Ability to remain calm under pressure</p> <p>A positive and “can-do” attitude</p> <p>Trust &amp; Confidentiality</p>		<p>Application Interview Assessment</p>

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