Saint Benedict, A Catholic Voluntary Academy

Job Description

**Job title:** ICT (Placement) Technician

**Responsible to:** ICT Manager

**Salary scale:** NJC points 6 (**£15,014)**

**Hours:** 37 hours per week

**Weeks:** 52 weeks per annum

The ICT Technician will support the ICT Manager in running the ICT infrastructure and software systems across the Academy. You will report directly to the ICT Manager and be responsible for supporting a wide range of hardware and software solutions in the teaching and learning environments. Duties include assisting with ICT projects and providing support to staff and pupils. You will be working in a busy helpdesk environment, logging incidents, resolving problems, implementing new technologies, deploying software, maintaining accurate inventories and updating network documentation.

The ICT helpdesk provides cover between 7:45am and 4:15pm, Monday to Friday. Due to the nature of the role certain tasks may need to be undertaken out of hours and at weekends, a certain level of flexibility is required and offered in return.

The following indicate some of the principal tasks and responsibilities:

* Ensure that the network is fully operational and minimize any downtime.
* Ensure Internet is fully operational, check that the Web Filtering and endpoint security systems are maintained and action any errors.
* Maintain the academy’s computers, notebooks and tablets.
* Perform basic PC hardware repairs and upgrades
* Provide support for hardware and software within the classroom.
* Provide support for AV systems in the theatre.
* Assemble, test and install new classroom equipment
* Install, test and deploy software to users
* Proactively monitor the switches and wireless infrastructure, identifying areas for future development.
* Proactively monitor classroom management software and Internet filtering software.
* Create, maintain network shared areas and manage access permissions.
* Create and manage user accounts.
* Maintain all networked printers (MFP’s).
* Provide support for other network based systems such as CCTV cameras and IP Phones.
* To use the ICT helpdesk system to log all incidents and record resolutions.
* To assist with the source and purchase of consumables and equipment.
* To assist with ICT projects including infrastructure expansion.
* Maintain and update the school website/ Moodle.
* To assist with ICT training sessions for teachers and support staff.

Other Duties

* Attend and participate in staff meetings and training sessions as required.
* To assist with the generation of income for the department.
* Comply with and promote as appropriate statutory or policy requirements in relation to such issues as Health and Safety, GDPR, Computer Misuse, Equal Opportunities and Investors in People.
* Any other reasonable duties deemed suitable by the Head teacher or their representative
* Lunch time duty
* Bus duty