

Chipping Norton School

Job Description

| | |
|--------------|---|
| Post Title | ICT TECHNICIAN |
| Purpose | To Support the staff/student ICT facilities within <<insert school name>> and provide onsite support to RLT Primary Schools |
| Reporting to | IT Technical Director (RLT) and <<school based line manager>> |
| Salary Level | OCC Grade 6 |
| Main Duties | <ul style="list-style-type: none"> • Connect up and check hardware for normal operation • Respond to IT Support requests from the RLT and <<insert school name>>. • Install simple software applications • Perform basic set up and checking of networked based PCs and Chromebooks • Assist in the day-to-day running of 1:1 Chromebooks • Perform basic maintenance tasks for user accounts on G Suite, Azure AD and local AD. • Follow instructions to run basic network monitoring reports or utilities; inform line manager of issues noted • Carry out basic safety checks and escalate problems as required • Follow relevant Health & Safety procedures and raise awareness among staff, pupils and other users • Follow an acceptance test procedure on new ICT equipment and report results appropriately • Update the inventory as required • Follow processes and tasks described in school's disaster recovery and maintenance plans • Follow instructions to implement school backup and virus protection procedures • Records requests accurately in support log. Retrieve details of previous requests if an enquiry is made • Investigate a request for support, record diagnostic information and either resolve or escalate to the appropriate level • Record the time spent on tasks and compare to expectation/allocation as appropriate • Work to a clearly defined service definition • Report on variations and escalate contract/warranty issues appropriately • Identify a possible ICT requirement • Understand the school process for purchasing and recording expenditure • Purchase consumables following school procedures • Work as part of a team • Confident computer user • Attend relevant courses to improve ICT skills • Support staff and pupils • Contact suppliers • Produce simple help sheets • Attend and support staff training sessions, to increase understanding of how ICT is used in specific context • Travel to local primary schools to provide onsite support (1 day a week) |
| Knowledge/ | <ul style="list-style-type: none"> • Confident user of common hardware and OS |

| | |
|--------|--|
| Skills | <ul style="list-style-type: none"> ● Confident user of common desktop application software ● Know how to connect a pre-configured computer to an existing network ● Understand facilities for basic user account management ● Know both general and specific ICT Health & Safety issues relating to work, both for self and all potential users ● Understand the importance of documenting system configuration information ● Understand the role of a disaster recovery plan and of key systems to the school's business ● Understand how to capture support information to school specifications ● Understand the importance of recording time spent on tasks ● Understand what contracts and warranties are in place ● Know where to get support for specific purposes ● Aware of the possibilities of ICT in providing a solution ● School purchasing procedures ● Understand the benefits of teamwork ● Able to use a word processing package ● Able to use email and browse the web ● Understand basic file management ● Able to install basic software ● Can use simple peripherals ● Awareness of computer viruses ● Good level of written and spoken English appropriate to the context and audience ● Aware of basic school structure, year groups and staffing structure ● Aware of different confidences of staff and pupils in using ICT ● Aware of different uses of ICT in schools |
|--------|--|