

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
--------	--