

EASTBURY PRIMARY SCHOOL
JOB DESCRIPTION



DESIGNATION: School ICT Technician/ Administrator
GRADE: Scale 4
Reports to: School Business Manager
Working Relationships with: Headteacher(s) & Senior Leadership Team
School Admin Team
School ICT (Curriculum) Co-ordinator
Senior Finance Officer
Teaching & non-teaching school staff
Pupils
Suppliers of equipment and maintenance services

SCOPE & PURPOSE OF JOB

The ICT Technician/ Administrator is required to maintain the school's ICT resource for safe, effective use by pupils and staff and to resolve technical issues as they arise. The post holder will also be the main point of contact for the school's database and office systems such as Pupil Asset, SIMS, and CTF's, etc.

MAIN DUTIES AND RESPONSIBILITIES

Administration

- Manage school administration databases (SIMS, Pupil Asset, Perspectives – this is not an exhaustive list)
- Oversee and redirect office & headteacher(s) e-mail accounts
- Prepare and distribute school newsletter
- Photocopier Management
- The post holder will be expected to carry out administration as deemed appropriate by the Headteacher(s)

Software

- Install and test new software, including online services.
- Imaging or OS installation on school devices.
- Maintain up-to-date inventory of ICT software and licences in school, alerting School Business Manager of issues.
- Troubleshoot problems with software as they arise.
- Development, support and troubleshooting of the school's MIS System (SIMS).

Hardware

- Check new computer equipment on arrival and install as appropriate.
- ICT asset Management.
- Maintaining Loan, AUP/WEEE agreements.
- Support SLT by maintaining computer peripheral equipment such as teaching desk installations, printers, Win/Macs computers, touchscreen's, projectors; ensure that these are prepared and ready to be used.
- Assist the School Business Manager in the deployment of computer hardware/software around the school.
- As required by School Business Manager, liaise with external suppliers for the repair/maintenance of equipment under warranty or maintenance contract (Printing solution/Apple/Touchscreens).

- Equip, maintain, and set up school hall installations for assemblies and meetings.

Network Management

- Restore user files from backups if needed.
- Set up, maintain and remove user network accounts where appropriate including the allocation of printer credits and file space.
- Set up, maintain and remove user e-mail.
- Maintaining Network protection.
- Maintaining school status checker via Open Check.
- Monitoring social media/pupil email account.

Other Tasks

- Resolving issues in a timely manner as directed by the School Business Manager and ICT support targets framework.
- Assisting school stakeholders with any ICT related issues.
- Managing all areas of responsibility efficiently and effectively.
- Photography/Video editing within school (Newsletter/Events/Etc.)

The above-mentioned duties are neither exclusive nor exhaustive and the post holder may be called upon to carry out such other appropriate duties as may be required by the Headteacher(s) within the grading level of the post and the competence of the post holder.

GENERAL REQUIREMENTS

- Enhanced CRB Check

Person Specification: School ICT Technician/ Administrator

Essential		Desirable	How Identified
Experience	<ul style="list-style-type: none"> ▪ Excellent all-round IT skills, both hardware and software. ▪ Experience of Network Computing and support including:- <ul style="list-style-type: none"> ➢ ICT system installation, configuration and basic hardware maintenance; ➢ Provision of advice and assistance to users; ➢ Supporting Local Area Networks (LANs); ➢ Supporting Microsoft Windows XP Professional and above; ➢ Supporting MACs; ➢ Supporting multimedia; ➢ Experience of internet and email; ➢ Good written and oral communication skills; ➢ Proven organisational skills; ▪ A good understanding of network infrastructures. ▪ Experience of website Maintenance. ▪ Experience of software databases. ▪ Evidence of being able to work unsupervised. ▪ Worked in a culturally and ethnically diverse school setting. ▪ Experience of maintaining and monitoring social media in a work context. 	<p>Experience of working in a school or local government environment.</p> <p>Experience of common school software databases (e.g. Capita SIMs).</p> <p>Experience with Adobe products (Muse, InDesign and Photoshop).</p>	Application form and Interview
Education / Training	<ul style="list-style-type: none"> ▪ At least 5 GCSEs, incl. English, Maths and ICT - Grade A-C, or equivalent. ▪ Evidence of further education (RSA/City & Guilds/BTEC/Cert. Ed./NVQ(3) or suitable alternatives. ▪ Willingness to learn and undertake training 'in-post'. 	Microsoft certified qualification or working towards.	Application form and Interview

	<ul style="list-style-type: none"> ▪ On line safety 		
Knowledge/ Skills	<ul style="list-style-type: none"> ▪ Experience with Apple and Microsoft environments. ▪ Experience with Office 365. ▪ Experience with Hyper-V. ▪ Experience with remote access programs. ▪ Ability to administer networks with regard to security & back up, service maintenance, maintaining full records of changes, errors & adaptations. ▪ A good understanding of the legal, security and moral issues relating to the use of ICT in schools 	Knowledge of Microsoft Azure and servers.	Application form and Interview
Personal Attributes / Qualities	<ul style="list-style-type: none"> ▪ A positive approach to challenges; seeks solutions to problems and addresses difficulties in a calm and level-headed manner. ▪ Smart, professional appearance. ▪ Hardworking, flexible and reliable. ▪ A positive can-do attitude. ▪ A friendly, supportive and respectful manner towards staff, pupils, parents/carers and members of the wider community. ▪ Ability to work effectively as part of a team ▪ .Ability to work to tight deadlines. ▪ Ability to work with a minimum of supervision. ▪ A commitment to the aims and the ethos of the school (demonstrated through actions). ▪ Willingness to be involved in all aspects of school life. ▪ Have an understanding of Safeguarding/child protection and how this is engaged within 		Application form and Interview

	school. <ul style="list-style-type: none">▪ Enhanced DBS Clearance.		
Special Working Conditions	Occasional working outside of normal school hours may be required.		Interview