

Children and Young People's Service
The Dales School

JOB DESCRIPTION

POST:	ICT Technician
GRADE:	Band 6
RESPONSIBLE TO:	Network Manager/ Head-Teacher/SBM
STAFF MANAGED:	None
Post Ref No:	Job Family: 3
JOB PURPOSE:	<p>To contribute to the delivery of an effective ICT on-site support service throughout the school to respond to identified need, ensure continuity of service and achieve deadlines.</p> <p>Responsible for maintenance of ICT software, hardware and related equipment and for the resolution of identified technical problems, as well as providing support to staff and pupils to ensure administration and learning outcomes are maximised</p>
JOB CONTEXT:	<p>Expected to work on-site across the school (s) to solve problems to ensure the continuity of reliable ICT equipment and services. Due to nature of the job, the post holder may be required to lift ICT equipment and work in restricted work areas</p> <p>Enhanced DBS Clearance required</p>
ACCOUNTABILITIES / MAIN RESPONSIBILITIES	
Operational Issues	<ul style="list-style-type: none"> • Contribute to the effective performance and service provision of ICT services within the school to minimise disruption • Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements • To diagnose and resolve network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades • 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 • Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption • To contribute to the work of the team under supervision, in the delivery of projects and support as required including ICT security and efficient use of resource • To maintain an awareness of ICT developments • Support teaching staff and pupils in technical aspects of ICT • Assist in the maintenance of the ICT network • Maintain computer files by backing up, archiving and deleting information as appropriate • To maintain inventory of ict equipment and licence management
Communications	<ul style="list-style-type: none"> • Communicate effectively with all staff, contractors and children, young people, families and carers • Liaise with all areas of the school and outside organisations • Interact with children in ways that support the development of their ability to think and learn. • Communicate with staff and pupils as part of ICT technical support to solve issues

	<p>and provide ICT related information and assistance</p> <ul style="list-style-type: none"> • Provide basic ICT training • To work in collaboration with an contracted ICT Consultant
Resource management	<ul style="list-style-type: none"> • Responsible for installing, testing and maintenance of computer hardware and software • Order and maintain stock of ICT supplies
Safeguarding	<ul style="list-style-type: none"> • To be committed to safeguarding and promote the welfare of children, young people and adults, raising concerns as appropriate.
Systems and Information	<ul style="list-style-type: none"> • Share information appropriately • Attend staff meetings and training days when necessary • Maintain a comprehensive database of all support requests and prioritise jobs as appropriate • Set up and maintain user e-mail & network accounts
Data Protection	<ul style="list-style-type: none"> • To comply with the County Council's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.
Health and Safety	<ul style="list-style-type: none"> • Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure. • To work with colleagues and others to maintain health, safety and welfare within the working environment.
Equalities	<ul style="list-style-type: none"> • We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities. • Within own area of responsibility work in accordance with the aims of the Equality Policy Statement
Flexibility	<ul style="list-style-type: none"> • North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures.
Customer Service	<ul style="list-style-type: none"> • The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment. • The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.
Date of Issue:	January 2015

PERSON SPECIFICATION

JOB TITLE: ICT Technician

Essential upon appointment	Desirable on appointment (if not attained, development may be provided for successful candidate)
Knowledge <ul style="list-style-type: none">• Good literacy and numeracy skills• Up to date technical knowledge of ICT, equipment, hardware and software applications including Apple• Knowledge of Microsoft Office Applications and other software packages	<ul style="list-style-type: none">• Awareness of Educational issues• Up to date knowledge of developments within ICT
Experience <ul style="list-style-type: none">• Experience of using a range of ICT systems and solving a range of ICT related problems	<ul style="list-style-type: none">• Appropriate experience of working in a school department relevant to subject area
Occupational Skills <ul style="list-style-type: none">• Good time management skills and ability to work under pressure and meet deadlines• Ability to work successfully in a team• Self-motivated to complete required duties• Confidentiality• Good written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils and parents• Demonstrable ICT skills and ability to use them as part of the learning process• Ability to exercise initiative• Ability to problem solve	
Qualifications <ul style="list-style-type: none">• NVQ Level 3 or equivalent in a ICT related subject	
Other Requirements <ul style="list-style-type: none">• Enhanced DBS clearance• To be committed to the school's policy and ethos• To be committed to Continual Professional Development• Ability to form and maintain appropriate relationships and personal boundaries with children and young people• Ability to work outside of school hours• Able to exercise discretion & judgement• Flexibility	

