

Herne Junior School – Job Description



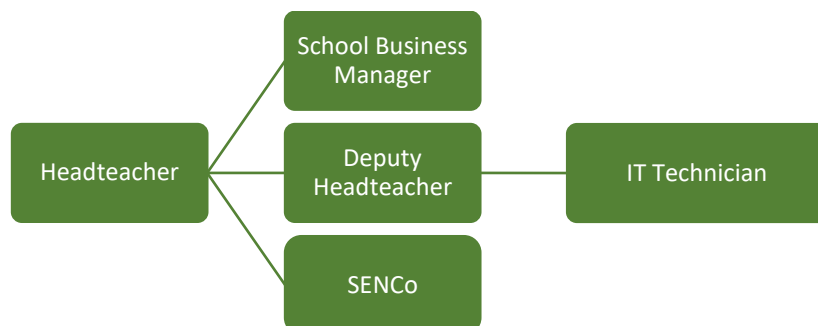
Role: **IT Technician**

Profile: ICT Technician 02014

Grade: D

Hours: 20hrs a week 7:30am to 11:30am Monday to Friday term time only.

Reports to: Deputy Headteacher



Purpose

To provide first-line technical support, maintaining IT hardware and software systems; and supporting various administrative and operational tasks related to the schools' IT needs.

Duties

- Ensure that the school's network runs efficiently, providing technical support on hardware and software problems, investigating faults and liaising with the support company as necessary
- Investigate, diagnose and provide first line maintenance in network problems, seeking assistance from our ICT support supplier., where necessary.
- Ensure new equipment including PCs, data projectors, electronic white boards, digital cameras etc. is suitable to meet the needs of users, offering support and training as required
- Check, set up and install new equipment with support from our ICT support supplier.
- Work with our ICT support supplier to ensure maintenance of all computer, hardware (subject to equipment warranty) is completed on a regular basis to ensure a high standard of maintenance to all IT equipment including checking of leads, cleaning screens, mice, keyboards etc.
- Participate in discussions with users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software
- Work with our ICT support supplier to ensure regular backing up takes place
- Work with the Business Manager to purchase and replace equipment components as necessary

Administration

- With the Site Manager ensure the security marking and recording of all new hardware and maintain inventories of all equipment in the school, service and maintenance arrangements
- Identify when stocks of computer consumables reach re-order levels and request new supplies are ordered.
- With our ICT support supplier ensure the school's licences are updated

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- Maintain an awareness of new ICT products and services and ensure that information is shared within the school

Support to Staff and Students

- Liaise with staff on a daily basis to support the efficient use of ICT equipment in the school
- Assist in the provision of technical and networking support to teachers during teaching periods.
- Support teaching staff in the use of ICT based activities, and provide assistance to groups of pupils in the use of ICT.
- Provide technical support and assistance on staff training and deliver in-house training for staff, including the preparation of guidance on the use of ICT for staff and pupils
- Set up new users on networks when required
 - Act as System Administrator to add new users to e-mail accounts, update staff changes and maintain existing accounts
 - Maintain system integrity and security by changing passwords on the system and informing staff of any changes

Software

- Install standalone software, configure software and provide simple software guides
- Operate and tailor software to meet the needs of the school
- Maintain software inventory and file licences ensuring compliance with legal licensing requirements
- Troubleshoot software problems, including compatibility across different versions
- Work with our ICT support supplier to Install network software, liaise with support staff to ensure smooth integration onto all iPads and PCs including lap-tops for use children and staff
- Transfer all year group files up to the next year, move all staff files to correctly locations at end of school year and delete all unwanted sub folders

Internet usage

- Assist with the development and maintenance of the school website
- Support staff and pupils in the use of the internet
- Monitor security, and privacy and virus guard updates
- Inform our ICT support supplier of unsuitable sites found by pupils that get through the filtering system
- Train staff in the use of website upload software, liaise with our ICT support supplier when encountering uploading problems

Completing any ad-hoc tasks assigned by the Headteacher, Deputy Headteacher, SENCo or Business Manager in line with the role.