



CROFTON SCHOOL

Role:	ICT Technician
Grade:	C
Working hours:	37 Hours per Week
Working days:	42 weeks per year, Monday – Friday as instructed by the Headteacher/your line manager.
Location:	Crofton School
Reports to:	Operations Manager

This role profile does not define in detail all the duties and responsibilities of the post. Your attention is drawn to the Crofton School Staff Handbook, which gives details of current school routines.

Job Purpose:

Provide first line ICT support to the school to improve the effectiveness of teaching and learning and that the school's administrative IT systems operate successfully.

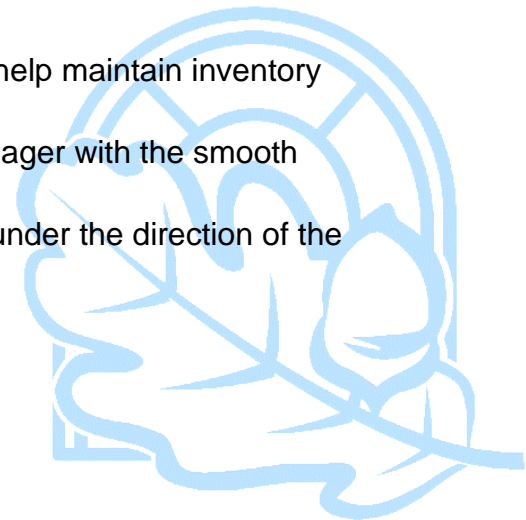
Roles and Responsibilities:

IT Support and Helpdesk Coordination:

- Provide first-line technical support to staff, students, and parents/carers for hardware, software, and network issues
- Utilise the school's helpdesk ticketing system to log and track support requests raised by phone call, email, or walk-in.
- Prioritise and escalate tickets as necessary to ensure timely resolution
- Troubleshoot and resolve IT-related problems in a timely manner.
- Assist with the setup and maintenance of IT equipment, including computers, printers, and projectors.
- Monitor the status of open tickets and follow up with users to provide updates and confirm resolutions

Administration:

- Ensure the security marking of all new hardware and help maintain inventory of all ICT equipment within the school.
- Assist the Senior ICT Technician and Operations Manager with the smooth running of GDPR Subject Access Requests.
- Maintain the school website, social media and brand under the direction of the Resources and Marketing Manager.



- Work with the Resources and Marketing Manager to support the school parents evening system.

Software Support:

- Install, configure, and update software applications as required.
- Assist with the deployment and management of educational software and learning platforms.
- Ensure software licenses are up-to-date and comply with licensing agreements.

Hardware Installation and Maintenance

- Install new IT equipment as directed, including liaising with suppliers, and dispose of obsolete IT equipment in accordance with financial regulations/school ICT policy.
- Carry out routine maintenance and repairs on computers, laptops, iPads, projectors, speakers, and other IT equipment.
- Coordinate with external companies for hardware repairs and replacements when necessary.
- Manage inventory of IT equipment and supplies, ensuring adequate stock levels.

Asset Management

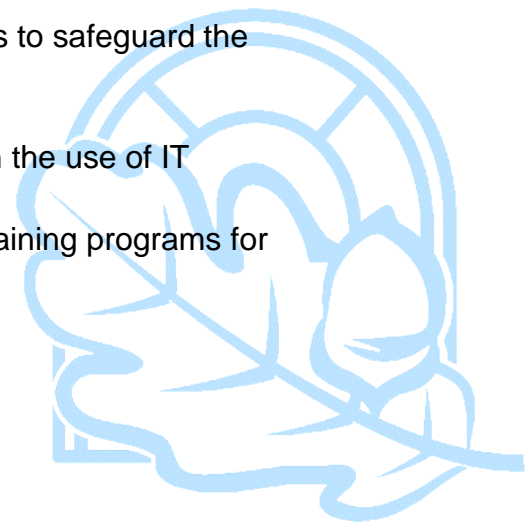
- Maintain an accurate inventory of all IT assets, including hardware, software, and peripherals.
- Conduct regular audits of IT assets to verify their condition, location, and usage.
- Assist with asset procurement, including researching products and obtaining quotes.

Network Support

- Monitor and maintain the school's network infrastructure to ensure optimal performance and security.
- Assist with Windows Server administration, including configuration, maintenance, and troubleshooting.
- Configure and manage network protocols, including TCP/IP and DNS, to ensure reliable network connectivity.
- Maintain network hardware, including cabling and WiFi infrastructure (Aruba), to support seamless connectivity.
- Design and implement Active Directory and Group Policy to manage user accounts and enforce IT policies.
- Manage Storage Area Network (SAN) to ensure efficient storage and data retrieval.
- Implement and maintain firewall and security protocols to safeguard the school's IT systems.

Training and Development

- Provide training and guidance to staff and students on the use of IT equipment and software.
- Assist in the development and implementation of IT training programs for staff.



- Stay updated with the latest technology trends and developments to continuously improve IT services.
- Undertake specialist IT training linked to technologies and systems used in the school.

Safeguarding and Confidentiality:

- Be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to an appropriate person.

Health and Safety:

- Be fully aware of health and safety regulations.
- Be familiar with fire and other similar evacuation procedures and to act in accordance with them in any emergency situation.
- Take responsible care for the health and safety of yourself and others who may be affected by your actions or omissions at work.
- Cooperate with any requirements to adhere to Statutory or other safety regulations.

Additional Duties:

- Carry out any additional duties as may be reasonably required by the Headteacher or your line manager.

Review:

This role profile will be reviewed annually during the performance management and may be amended after consultation.

Date Reviewed:

Reviewed by:

Additional notes:

