

JOB DESCRIPTION

POST: ICT Technician – Tameside Primary Academy/Holyhead Primary Academy and Shireland Technology Primary (time split as required)

GRADE: Band D

Hours: 37 hours, 52 weeks

REPORTS TO: Principal/Assistant Principal

Post Summary

To provide support and assistance for the ICT facilities, equipment, software & networks across two S-CAT Academies (Tameside Primary Academy & Holyhead Primary Academy).

Duties and responsibilities: -

- To provide technical support across both Academies in a timely and effective manner.
- To log all support requests and arrange swift resolution of issues.
- To secure, asset tag and ensure the safe set up of new and current equipment.
- To set up software and equipment such as laptops, data projectors, interactive whiteboards, sound and other specialist technology, ensuring that systems are ready for use and operating correctly
- To deliver hardware and resources to work areas and classrooms as required making sure that any equipment booked is set up and working before the lesson begins.
- To troubleshoot hardware, software and network operating system and repair or replace equipment
- To develop and understanding of all technology and software used within the Academy.
- To maintain a high degree of customer service for all support queries
- To take ownership of user problems and be proactive when dealing with user issues
- To keep abreast of new developments in ICT, especially those relating to education and the Trust's curriculum
- Follow and adhere to all Trust policies and procedures including data protection policy, equality and diversity policy, health and safety policy, safeguarding children in education - child protection policy.

Summary of Job tasks:

- Maintains and sets up ICT equipment and facilities for learning sessions.
- Supports teachers and pupils in educational sessions and assists/instructs them in their use of software and hardware.
- Assists with the identification of, and meeting the ICT needs and resolving any ICT problems of teaching and support staff.
- Oversees the inventory, maintenance and repair ICT equipment, software, etc.
- Liaises with Trust Central Team to resolve problems or when planning new/changed ICT facilities.
- Assists with ensuring adequate arrangements exist for the security of data, systems and hardware.
- Maintains records and provide information for the Central Technical Leadership Hub.
- Provides instruction, training, and advice on ICT equipment and software to teaching and support staff.

Other responsibilities

- Attend internal and external meetings as and when required.
- Participate in professional development opportunities, with a willingness to develop additional skills and expertise.
- Keep up-to-date with current developments affecting your area of responsibility.
- Contribute to the Academy/Trust development through identified communication and consultation channels.
- Contribute to the overall ethos / work / aims of the Trust.
- Carry out any other duties that may be reasonable as requested by the Principal.

It is a requirement of this post that the post-holder works on training days and ensures that the equipment is adequately serviced the week before the start of the new academic year.

While every effort has been made to explain the main duties and responsibilities of the post, each individual task is not identified.

The Shireland Collegiate Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.