JOB DESCRIPTION

Job Title: ICT Technician
Responsible to: ICT Network Manager

Job Purpose:
Under the direction of the ICT Network Manager to assist in the maintenance of an effective and efficient ICT network. This will include systems and hardware. The main purpose of the role is to provide first line technical support, including troubleshooting and resolving user problems and undertaking specific maintenance and upgrade tasks as directed. Specific responsibilities include:

Principal Duties:
- Providing support (i.e., password resets, logging on issues, printing issues etc.) to all staff, students and visitors who require the use of ICT through the helpdesk system and to escalate more technical calls as appropriate.
- Perform regular room and equipment checks to ensure maximum availability of ICT resources.
- To ensure printer toner cartridges and projector bulbs are regularly replenished as appropriate. This includes ordering supplies and maintaining an appropriate stock level.
- Maintain the diary of bookable resources i.e., projectors, laptops, tablets, head-sets etc.
- Maintain the Academy's ICT hardware and software asset register to ensure it is accurate and up-to-date.
- Remove equipment where it is not working and deploy replacement kit as directed by the ICT Network Manager.
- To install new desktop computers, laptops, printers and similar devices including software as required.
- To provide basic management of the Academy's network in the absence of the ICT Network Manager or as and when required, with support from a 3rd party ICT support company.
- To action any changes or amendments to the Academy's email distribution groups, shared file directory, user accounts and access permissions as instructed by the ICT Network Manager and Strategic Director of Finance & Corporate Services.
- To produce ICT user reports using the appropriate software i.e., print usage reports.
- To assist the ICT Network Manager with managing other ICT related systems and equipment such as telephony; cashless catering; wireless networks; broadband connections; digital signage, Mobile Device Management etc., with the assistance of 3rd party suppliers where appropriate.
- To ensure mobile devices (laptops / tablets) are kept secure and on charge.
- To maintain an ICT contact list for all external and 3rd party suppliers used by the Academy.
- To work with the ICT Network Manager, Strategic Director of Finance & Corporate Services and a 3rd party ICT support company to ensure that the service provided to the Academy is friendly, efficient and effective.

General duties and responsibilities
- To carry out other duties as may be reasonably requested.
- To safeguard the welfare of children.
- To report risk to a member of ELT.

- To keep the ICT Network Manager fully informed of all matters that they are involved in and initiatives they undertake.
- To cover for absent colleagues, as appropriately required.
- To participate and attend meetings and training as appropriate including INSET days.
- To take an active role in own professional development in line with performance management objectives.
- To ensure confidentiality is maintained at all times.
- To work in accordance with all Academy procedures and policies, to adhere to the Academy's professional code of conduct for staff and quality standards for all staff including smart dress code.
- To actively promote the achievement of a smoke free Academy.
- To actively support Academy Initiatives.