JOB DESCRIPTION	ICT Technician
Hours of work	37
Location	Pilton Community College
Reporting to	ICT Network Manager
Service/Section/School	Ventrus MAT
Grade	D
Effective date	January 2022

THE ROLE

To provide a high standard of technical support for IT infrastructure operations of the College through various channels and be the first point of contact for all IT issues for staff and students to support the College's ICT Network Manager, enabling them to operate in a highly efficient manner.

KEY RESPONSIBILITIES

Network Administration

- In line with the College/Trust's policy, monitor maintain all of the College's IT systems to ensure maximum availability and access and efficiency;

- To be aware of developments in IT, undertake research as requested and to make recommendations to the ICT Network Manager;

- Help ensure the network is operational during agreed access hours and resolve failure problems;

- Carrying out routine and ad hoc network management tasks, including daily backups, anti-virus checking and other housekeeping tasks, ensuring preventable errors do not occur;

- Respond to incidents logged in an appropriate manner and timeframe;

- Configure new workstations, laptops, printers, telephones etc. and install software in accordance with licences, as well as resolving hardware faults, including the repair of IT systems, down to modular level and occasionally component level;

- Work in an advisory capacity supporting and acting as an initial contact for escalations and staff and student issues;

- Support and instruct students and staff in the use of the network, internet and software and help with the technical aspect of the school website;
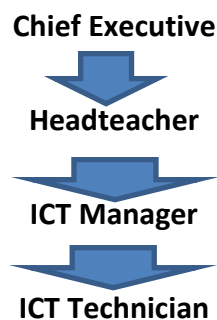
Policy, Security and Monitoring

- Monitor the use of software across the network and remove unlicensed software;
- Report inappropriate use of ICT to line manager for action;
- Maintain an asset register of all College ICT equipment;
- Ensure the College complies with Health & Safety legislation in relation to ICT hardware and use;
- Monitor and enforce the College's Acceptable Use policy;
- Monitor and administer the College's systems, in accordance with guidelines including CCTV, Access control systems, Printing and Copying and telephony;
- Maintain the College's virtual and physical security systems – Netsweeper, anti-virus;

Other

- To undertake training and development relevant to the post;
- The postholder may be required from time to time to undertake research and project work on behalf of the ICT Network Manager;
- To undertake any other duties as directed by the Headteacher, and in particular to support the work of other members of the Senior Leadership Team with IT and AV support;
- Install Cat5/6 and fibre optic cable as directed;
- Collect faulty equipment and liaise with suppliers;
- Help with monitoring and maintaining the condition of equipment in ICT locations.

Organisation Chart

Chief Executive

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Headteacher

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ICT Manager

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ICT Technician

Person Specification

Attribute	Essential	Desirable	Method of Assessment
Management of people			
Experience		ICT support in a work environment	Application
Practical Skills			
Communication	Ability to deal confidently and effectively with staff and students		Interview
Personal Qualities	Proactive and helpful approach		
Strategic Thinking		Ability to understand how a busy secondary school operates with changing priorities on a regular basis	Interview
Technology / IT Skills	Windows 10/11 MS Office	MacOS/Linux	Application /Interview
Education and Training	5 GCSE's including English and Maths Grade A-C or equiv.	Evidence of further education (RSA/City&Guilds/BTEC/NVQ/Cert Ed or suitable alternatives)	Application /Interview
Professional Registration			Certificate/ Registration
Equal Opportunities	Ventrus and its staff seek to eliminate discrimination, advance equality and foster good relations.		Demonstrate knowledge at Interview
Physical	Able to carry out the duties of the post with reasonable adjustments where necessary		Occupational Health