SAINTS PETER AND PAUL
CATHOLIC HIGH SCHOOL

ICT Technician
37 hours per week
Full Time

RELATIONSHIPS: Responsible to The Network Manager

REMUNERATION: **Grade 4** £25,584 - £27,269

JOB PURPOSE

Working under the direction of the Network Manager to provide comprehensive IT and network support to all school users, including development and maintenance of infrastructure / resources.

Support the installation, maintenance, availability, and security of the network, including its hardware and software. You will maintain systems as directed by the Network Manager, including but not limited to the IT Helpdesk ticketing system.

Support the faculties in their use of ICT to enhance teaching and learning and understanding how new technologies can deliver a better experience for students in the classroom.

KEY DUTIES AND RESPONSIBILITIES

- Assist in the installation, maintenance, availability and security of the school's network, hardware, and software.
- To monitor and respond to tickets which are logged via the helpdesk. Prioritising and resolving issues in a supportive and efficient manner and escalating only more complex tickets to the Network Manager.
- To ensure classroom IT, AV equipment and software is maintained and ready to be used, taking into account the requirements of teaching staff.
- Maintenance of device, including organising termly checks on trolleys and IT suites to ensure they fully function for students to use.
- Supporting the smooth running of all school systems ensuring that all critical systems are working and if there is an issue with them it is resolved quickly and efficiently.
- Monitoring the schools e-safety/filtering software, including checking and adding/removing websites from relevant staff/student filters.
- Maintaining new and existing accounts are working within the school's local network through Active Directory, Group Policy, and Office 365/Azure.
- Supporting Students and Staff with access to school communication systems such as Class Charts.
- To support school staff in in improving their knowledge of IT systems which will help their knowledge and use of IT within the school, including Cloud services such as Office 365.

- To participate in training and other learning activities and performance development as required.
- Support faculties to utilise the IT they have available in their classrooms and help them to identify how new technologies could improve the experience for staff and students.

Health and Safety

- Ensure maintenance of specialist equipment, check for quality and safety, and undertake repairs if suitable, as required, arranging other repairs or modifications to be carried out.
- To undertake Health and Safety in the workplace training.

Other

- To undertake personal development through training and other learning activities.
- To attend and participate in meetings as required.
- Be aware of and comply with policies relating to child protection, health and safety, security, confidentiality and data protection, reporting concerns as appropriate.
- Be aware of and support difference to help ensure everyone else has equal access to the facilities and feels valued, respecting their social, cultural, linguistic, religious, and ethnic background.

Note: *To undertake any other duties and responsibilities as may be assigned from time to time which are commensurate with the grade of the post.*

This Job Description is not intended to be either prescriptive of exhaustive: it is issued as a framework to outline the principal areas of responsibility.

The school will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

This job description is current at the date below but will be reviewed on an annual basis and following consultation with you may be changed to reflect or anticipate changes in the job requirements which are commensurate with the job title and grade.

Prepared by:	J Caine
Job Title:	Assistant Principal
Date:	20/11/2024
Date for Review:	