



JOB DESCRIPTION BIRKDALE HIGH SCHOOL “Nihil Nisi Bonum”

Post Title	ICT SUPPORT TECHNICIAN
Reporting to:	ICT Operations Manager
Working time:	Full time, Permanent 36 hours per week
Salary/Grade:	Grade 7 - £19,544 - £21,166
DBS Disclosure level:	Enhanced with barred list information

Main purpose

- To support the development and use of ICT across the school for curriculum and administrative purposes
- Assist in the day to day running of the Birkdale High School Academy to achieve minimum downtime and optimum end user satisfaction
- To ensure there is a reliable IT system across the Birkdale High School Academy
- Utilise emerging technologies to support administrative functions
- Support the development of staff/pupil skills

In addition, you are required to undertake the following responsibilities, which may or may not be included above:

General responsibilities

- To support and promote the school's aims and objectives.
- To ensure a duty of care at all times to safeguard and promote the welfare of all students.
- To work within the School's Health and Safety policy to ensure a safe working environment for all students, staff and visitors.
- To work within the School's Equal Opportunities policies to promote equality of opportunities for all students and staff.
- To maintain high professional standards of attendance, punctuality, appearance, conduct and courteous, positive relations with students, parents, colleagues and visitors.
- To actively support and promote positive professional and curriculum links across the school.
- To assist with school activities involving pupils where appropriate and according to individual skills
- To actively engage with the performance management process and continue with personal and professional development.
- To adhere to School policies and procedures as set out in the staff handbook and other documentation available.

Support for Pupils

- Establish good working relationships with pupils, acting as a role model.
- Be aware of and respond appropriately to individual pupil needs.
- Promote inclusion and acceptance of all pupils.
- Encourage pupils to interact with others and engage in activities led by the teacher.
- Encourage pupils to act independently as appropriate.

Main Areas of Responsibility

- Liaise with the ICT Manager and SLT to implement site wide measures which maintain the quality of performance of the hardware and software whilst taking every opportunity to reduce expenditure.
- Assist in managing the day-to-day maintenance of the school's computer systems, including Network user database and password allocations.
- Assist in managing the performance monitoring of IT resources and perform advanced diagnosis and resolution of network infrastructure, software and hardware faults.
- Assist in managing the Service Level Agreements and support including IT Security and efficient use of resources.
- Assist in the management of the school's curriculum and administration IT needs to include Microsoft technologies including Active Directory, Windows Server Update Services, VMware, Veeam and Google Suite.
- Assist in maintaining and implementing the installation of all new computer software as required, enabling the delivery of IT to all curriculum areas.
- Assist in managing the installation of all new computer hardware including wireless, fibre optic, CAT5/6 networks, electrics and external projects, as required.
- Assist in the management of MIS, Finance and HR updates, installs, user accounts, permissions and support, currently SIMS.
- Support the strategic planning for maintenance & development of the network & associated facilities, including the research and evaluation of new technologies as appropriate to the school's needs.
- Ensure backup systems and disaster recovery contingencies are taking place.
- Assist with the arrangement for the repair of hardware faults with outside agencies.
- Liaise with appropriate suppliers re: purchasing requirements, support.
- Support the Computing department in lessons with pupils
- Support the development and maintenance of the school website
- Assist in the management of school tablets, mobile devices and other e-technologies and the secure and appropriate extension of the network to personal mobile devices.
- Assists with administrative duties within the department.
- Assist in the responsibility for Data protection in relation to the usage of all IT systems.
- Assist in the responsibility for Firewall administration, anti-virus updates and overall responsibility for the school's IT security and network integrity, to include the monitoring of E-Safety and BYOD.
- Assist in the responsibility for the telephone system.
- Liaison with appropriate outside agencies where appropriate.
- Assist staff with IT related problems.
- Provide group, or one-to-one in-house training for staff.
- Support pupils' Computing enrichments activities.
- Support parents with parent apps such as Edulink One and Parent Pay.
- Assist in the responsibility for maintaining the school's computer inventory, insurance list and computer audit.
- Assist in the responsibility for correct disposal of redundant equipment.
- Assist in the responsibility for identifying future requirements, developments and upgrades of the IT infrastructure.

CONFIDENTIALITY:

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to all staff and pupils. They may also have access to information relating to the school. All such information from any source is to be regarded as strictly confidential
- Information relating to staff and pupils or the business of the school may only be divulged to authorised persons in accordance with the school policies and procedures relating to confidentiality and the protection of personal and sensitive data.

HEALTH & SAFETY:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the School Health & Safety Policy, to include:

- Using safe working practice guidelines within the workplace
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

PERSONAL/PROFESSIONAL DEVELOPMENT:

The post-holder will participate in any training programme implemented by the school as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others that are undertaking similar work.
- To seek support and guidance for training and development needs from the Headteacher/Business Manager/Leadership Team Member responsible for Staff Development
- Line management of identified staff and undertake their Performance Management Reviews if required

QUALITY:

The post-holder will strive to maintain quality within the school and will:

- Alert other staff members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the school by reflecting on own and school activities and making suggestions on ways to improve and enhance the school performance
- Effectively manage own time, workload and resources
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Other Specific Duties:

1. To ensure a duty of care at all times to safeguard and promote the welfare of all pupils.
2. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
3. Employees will be expected to comply with any reasonable request from management to undertake work of a similar level that is not specified in this job description.
4. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.
5. The schools 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.

Conditions of Employment	<p>The post holder is required:</p> <ul style="list-style-type: none"> • To support and encourage the school ethos and its objectives, policies and procedures, as agreed by the Governing body. • To uphold the school policy in respect of safeguarding and child protection matters. • This post is subject to Enhanced DBS check
<p>This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the salary/grade and job title.</p>	
DATE:	January 2020

Signed (Post Holder) **Date**

Signed (Headteacher) **Date**