



**St. Cuthbert's**  
Roman Catholic Academy Trust

## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** ICT Technician

**DATE UPDATED:**  
July 2017

**JOB HOLDER:**

**REPORTING TO:** ICT Manager

**GRADE:** 4

### **PURPOSE:**

To assist with the daily running of the ICT Support Department and to help maintain and enhance the provision of the ICT service within the College / Trust.

### **PRINCIPAL ACCOUNTABILITIES:**

1. Operate as part of the department's ICT Help Desk team, responsible for the provision of first tier support providing both staff and students with an effective and prompt response system for assistance and support. All support requests (and their outcomes) to be recorded in the department's Help Desk system.
2. Responsible for the maintenance of a booking system for portable ICT resources, also for their transportation, configuration / testing and maintenance.
3. Assists with the maintenance and updating of the Internet & Intranet web sites and their components (including their development, testing and maintenance).
4. Installs, configures and checks PCs and peripherals for normal operation. Performs routine maintenance tasks, including basic safety checks, installing software packages and setting common options. Also performs PC hardware repairs and upgrades.
5. Performs routine tasks to maintain user accounts and permissions, including implementing disk space and printer quota policies.
6. Performs the basic server / network maintenance (e.g. data recovery and monitoring of server logs) as required, and assists with the maintenance of the College / Trust administration systems.
7. Responsible for monitoring the college's anti-virus systems, and ensuring that all computers are fully protected with up-to-date definitions. Also responsible for dealing with any virus threats on the College / Trust computer assets..
8. Advises and guides the school staff on the replacement and upgrade solutions for ICT hardware and the maintenance of existing equipment. Identifies staff training weakness and gives suitable training or arranges formal instruction.
9. Responsible for the initiation, monitoring and resolution of hardware support requests with third-party providers for the service / repair of the school's PCs and laptops.
10. Creates user system and software documentation and guides. Also gives technical support and advice on issues of presentation / publication and legal compliance to school staff on website material / multimedia production.

## **GENERAL:**

1. The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility.
2. The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times.
3. The post holder must be flexible to ensure the operational needs of the College / Trust are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various work places in the College / Trust.
4. The Health and Safety at Work etc. Act (1974) and other associated legislation places responsibilities for Health and Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health, Safety and Welfare of him/herself and other employees in accordance with legislation and the Council's Safety Policy and Programme. Specific details are outlined in the Departmental Safety Policy.
5. Where the post holder is disabled, every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If, however, a certain task proves to be unachievable then job redesign will be given full consideration.

## **DIMENSIONS:**

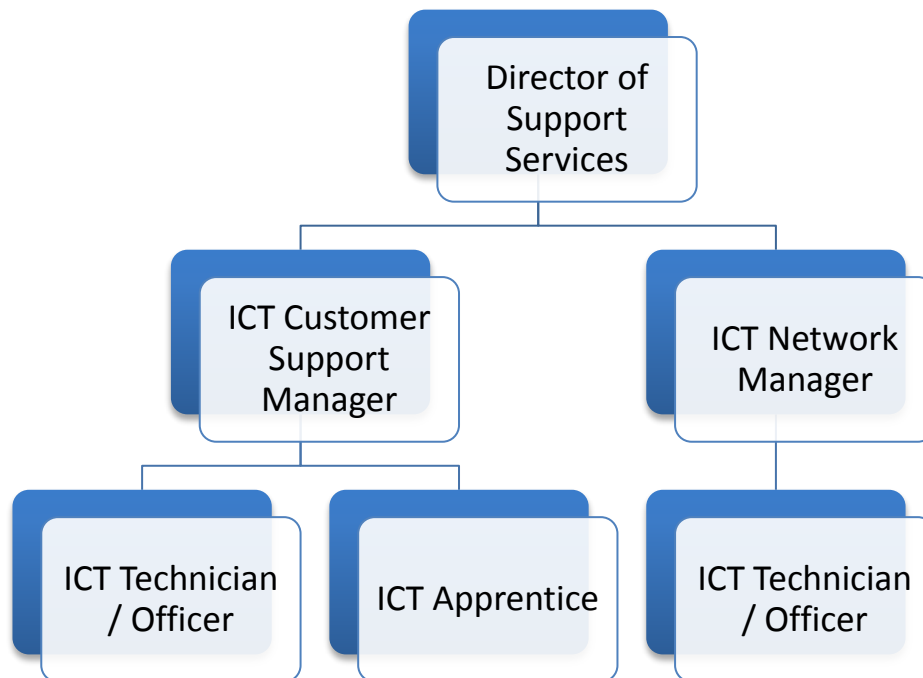
1. **Responsibility for Staff:** None.
2. **Responsibility for Customers/Clients:** The departmental remit covers the 550 staff and 3500 students in the Trust. They need the ICT facilities to be available 24 hours a day with the minimum down time. They need on site and remote access to key systems. Priority Exam Support. Liaise with 3<sup>rd</sup> party support and contractors.
3. **Responsibility for Budgets:** None
4. **Responsibility for Physical Resources:** As a member of the ICT Support Department, the post holder shares the responsibility for the operation and maintenance of approximately:
  - 500 desktop PCs & 130 iMacs
  - 1000 laptops & 50 MacBook Pros
  - 600 + iPads
  - 200 ICT projectors and 200 interactive whiteboards
  - Primary infrastructure
  - Cashless Catering / Academy Wellness System.
  - Smoothwall Firewall / Meru Wireless Controller
  - Telephone PBX and IP Telephone Infrastructure  
(this list contains the main items but is not exhaustive)

## DECISION MAKING:

These decisions should relate specifically to the principal accountabilities

- Makes decisions in connection with all principal accountabilities, having regard to school policies and procedures, deciding what action to take in scenarios where specialist knowledge of ICT related hardware and software require resolutions in order to function correctly.
- Decisions on how best to resolve staff / student requests for user support, and also to assign their priority. Decides when to deal with problems, or to refer them to more senior staff.
- Decisions regarding the creation, content and publication of multimedia presentations and Internet / Intranet web sites.
- Independent judgment will be required to select and apply the most appropriate of available ICT resources to meet staff / student requests, in particular the configuration of the school's booking of audio-visual resources to allow their most effective use in the required locations.

## ORGANISATION CHART:



## **KNOWLEDGE/EXPERIENCE/SKILLS/QUALIFICATIONS/MENTAL SKILLS:**

Only include the essential requirements to undertake the principal accountabilities

- 1. Qualifications – Requirement:** Good standard of general education (including good applied literacy and numeracy), ideally with an NVQ Level 2, Intermediate GNVQ or equivalent qualification in an ICT related subject.
- 2. Knowledge – Requirement:** The post holder must possess an in-depth knowledge of ICT systems as demonstrated by a sound understanding / knowledge of:
  - Networking topology, the connection methodologies and component types
  - The Windows & Apple operating systems.
  - Server backup hardware technologies and media rotation strategies.
  - The hardware design and component parts of computer workstations, servers, laptops and their associated peripherals.
  - Software licensing schemes and regulations.
  - The implementation of ICT administration policies and procedures.
  - The Microsoft Office 2007 suite (to include Word, Excel, Powerpoint, Access and Outlook) & Microsoft 365
- 3. Specific Skills – Requirement:**
  - A proven ability to diagnose PC hardware configuration faults.
  - Ability to communicate effectively.
  - Ability to write clear and concise reports / procedures.
  - Ability to design and create multimedia presentations and websites.
  - Artistic ability to create digital artwork and images.
  - Internet file transfer skills e.g. advanced FTP.
  - Ability to deal tactfully but firmly with members of the public, staff and students of the school.
  - Ability to work under pressure and meet deadlines.
  - General keyboard skills to perform a variety of ICT tasks.

## **WORKING RELATIONSHIPS:**

### **1. Within the College / Trust:**

- All staff & students – As exemplified by the following list of activities:

#### **Account Management**

The creation / deletion of user accounts.  
The renewal of passwords.  
The management of user disk quotas.  
The allocation of printing credits.

#### **Implementation of College / Trust ICT policies**

Disabling / enabling and recording user accounts which have contravened the school's ICT policies.  
Monitoring the logs of the school's Internet use and identifying inappropriate behaviour.

#### **ICT Resources**

The diagnosis and repair of faulty hardware.  
Supply of peripheral consumables.  
Maintenance of associated ICT equipment e.g. projector filter cleaning.  
The loan / advance booking of ICT and audio visual equipment and ICT suites.  
Discussing user / departmental requests for the purchase of ICT equipment.

#### **Desktop Support**

The installation and configuration of user software and peripherals.  
Resolving user requests for assistance with software applications and faults with workstation hardware.  
One-to-one user system / software training.

#### **Infrastructure Support**

Performing basic diagnostic and recovery routines on network equipment.  
The restoration of user's corrupted / deleted data from system backups.  
Departmental requests for new / updated Intranet / Internet websites and in the assembly of multimedia presentation material.

### **2. With Any Other Areas:**

- Technical / ICT support sections whilst supporting the school's network infrastructure and the administration systems.

### **3. With External Bodies:**

- ICT software, hardware and service suppliers – with regard to the support of the schools ICT software and infrastructure.

## INTERPERSONAL/COMMUNICATION SKILLS:

### 1. Verbal

The post holder must possess good oral skills to be able to communicate clearly, appropriately and effectively with all members of the public, staff and students of the school community. They must be able to explain instructions or technical difficulties in an unambiguous and succinct manner (often to people with only a basic understanding of ICT).

### 2. Written

The ability to write clear and concise internal reports is desirable. The post holder will also be required to assist with the creation of user manuals and generate written content for web pages for the school's Internet / Intranet systems.

## THINKING CHALLENGE/MENTAL DEMANDS:

The post holder must have the ability to work independently without direct supervision. Also, the post holder must have good analytical skills, and be able to build on previous training / experience to resolve newly encountered problems. The ability to multi-task, and perform actions requiring a sustained level of concentration whilst dealing with a high level of interruptions is also essential. The post holder will also be required to aid in the development of technical strategies for all of the school departments.

## PHYSICAL DEMANDS:

Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment)

Not applicable

Moderate

Yes

Low

High

Very High

**WORKING CONDITIONS:**

Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).

Not applicable

 Yes

Moderate

Low

High

Very High

**EMOTIONAL DEMANDS:**

Exposure to objectionable situations over and above that normally incurred in a day to day office environment

Not applicable

 Yes

Moderate

Low

High

Very High

Intense