



**JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** ICT Officer

**DATE UPDATED:**  
July 2017

**JOB HOLDER:**

**REPORTING TO:** ICT Manager

**GRADE:** 6

**DIGNITY AT WORK:** To show, at all times, a personal commitment to treating all students and colleagues in a fair and respectful way, which gives positive regard to people's differences and individuality (for example, gender, gender identity, nationality or ethnic origin, disability, religion or belief, sexual orientation, age). Assists in ensuring equal access to services and employment opportunities for everyone and promotes the School's Equal Opportunities in Employment Policy.

**PURPOSE:**

1. Deliver the safe and effective daily running of ICT Services for the College & Trust.
2. Maintain and develop the provision of ICT services within the College & Trust.
3. Develop and deliver technical strategies for ICT to enhance teaching and learning for staff and students utilising available and improving technologies.

**PRINCIPAL ACCOUNTABILITIES:**

*Please note decision making must be included within the Principal Accountabilities*

1.	Ensure the correct running of all ICT systems, with specific emphasis on the core infrastructure. Maintain all servers, updates and patches, with minimum disruption to services, ensuring maximum service availability across the College / Trust. Identify additional service requirements or shortfalls and co-ordinate and/or design the delivery of innovative solutions to maximise service quality, efficiency and continuity. Provide second and third line support for troubleshooting all networks (LAN and Wireless) software, user accounts and databases. To issue clear and appropriate information and instructions to all staff, students, consultants and contractors in relation to ICT and ICT developments throughout the College / Trust. Provide line managers with specialist technical advice in matters relating to making improvements where necessary.
2.	Responsible for the effective operations of the ICT Helpdesk system, ensuring problems and requests are dealt with in a timely manner, and in line with the IT Services Service Level Agreement, following guideline best practice and procedures contained within the ITIL service framework.
3.	Responsible for network security – ensuring policies are up to date and sufficiently rigorous to minimise the risks to the infrastructure from abuse/cyber attacks. To promote IT network safety and data security in order to ensure the safeguarding and welfare of students, staff and information.

4.	Responsible for ensuring that the need for up to date training on hardware, software and new innovations is discussed with Line Manager to ensure that your skills are appropriate to meet the needs of the College / Trust. Keep abreast of any developments within the ICT industry and developing new and innovative IT solutions that would be beneficial to the College / Trust.
5.	Perform routine network maintenance, including installation and advanced diagnosis of server operating system patches and upgrades.
6.	Support the planning, implementation, monitoring and evaluation of new ICT projects or ICT elements of projects - reporting to the Line Manager.
7.	Install, configure, diagnose and aid the repair of active network components such as switches, access points and routers.
8.	Deliver the effective day to day operation of College / Trust ICT systems such as the VLE or equivalent, website and social media, financial systems, HR and Payroll systems, data systems - giving technical support, staff training and communication to ensure effective use.
9.	Responsible for the configuration, distribution, service and diagnosis/repair of both the school's staff and student devices.
10.	Support delivery of an effective programme of ICT training for staff as appropriate.
11.	Conduct positive relationships with external contractors that are required to support the ICT requirements of the College / Trust.
12.	Support delivery of a safe and secure ICT environment for staff and students.
13.	Support implementation of policies and procedures to ensure the ICT Department remains compliant and effective in its working practices.

The Health and Safety at Work etc. Act 1974 and associated legislation places responsibilities for health and safety on St Mary's College, as your employer and you as an employee of the school. In addition to the School's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities are identified in the School's H&S policy

**GENERAL:**

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the School 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 School.

**DIMENSIONS:****All sections should be completed – if there aren't any state 'none'****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 school's 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.
- 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.
  - Decisions regarding the creation, content and publication of multimedia presentations and Internet / Intranet web sites.
  - Decisions regarding selection and application of the most appropriate ICT resources to meet staff / student requests.
  - To protect College / Trust systems from cyber attacks and protect College Trust data.

**3. Responsibility for Budgets:**

No responsibility for budgets.

**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).

**Specialist Knowledge\Experience\Skills**

- Good working knowledge of a variety of operating systems, Windows 7/Server 2008/OSX & Apple
- Experience of managing virtualised server technology, including VMWare, ESX hosts, SAN disk arrays, etc.

- Server backup technologies and media rotation strategies.
- Knowledge of internal components of ICT hardware (desktops/laptops/servers) and troubleshooting any faults/errors.
- Good knowledge of RM CC4 network infrastructure

#### **WORKING RELATIONSHIPS:**

**All sections should be completed – if there aren't any state 'none'**

**1. Within Service Area/Section:**

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

**Department Staff**

Positive relation management across the College / Trust to achieve effective school-wide ICT support.

**ICT Resources**

Assessing user / departmental requests for the purchase of ICT equipment.  
 Customisation and network deployment of new software packages.  
 Maintenance of the ICT asset system.

**User Support**

User / group IT skills assessment, and provision of targeted training.

**Infrastructure Support**

Performing regular maintenance and upgrades of core systems as directed.  
 Performing diagnostic, recovery and performance monitoring routines on infrastructure equipment as directed.  
 Maintaining and monitoring of disaster recovery systems.

**2. With Any Other Areas**

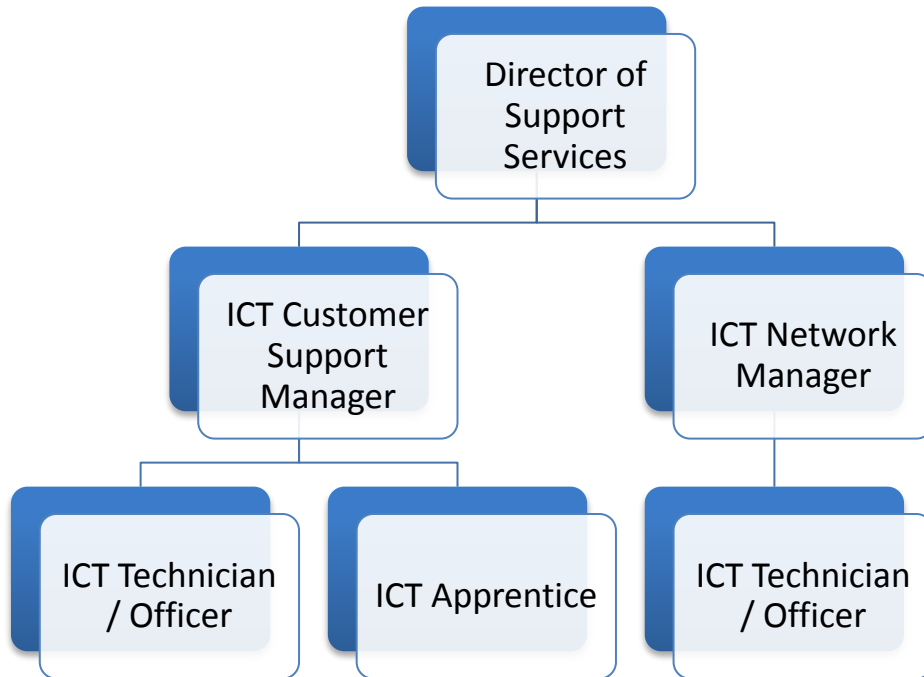
Technical / ICT support sections e.g. learning services and communications.  
 Supporting the school's network infrastructure and other College / Trust ICT systems.

**3. With External Bodies to the School**

ICT software, hardware and service contractors as applicable.

**ORGANISATION CHART:**

**New titles and structure to reflect responsibilities**



	<i>Tick relevant level for each category</i>						<b>Supporting Information (if applicable)</b>
	<b>Not applicable</b>	<b>Low</b>	<b>Moderate</b>	<b>High</b>	<b>Very High</b>	<b>Intense</b>	
<b>PHYSICAL DEMANDS:</b> Physical Effort and/or Strain – (tiredness, aches and pains over and above that normally incurred in a day to day office environment).			✓				
<b>WORKING CONDITIONS:</b> Working Conditions – (exposure to objectionable, uncomfortable or noxious conditions over and above that normally incurred in a day to day office environment).	✓						
<b>EMOTIONAL DEMANDS:</b> Exposure to objectionable situations over and above that normally incurred in a day to day office environment.	✓						

<b>PERSON SPECIFICATION</b>		Tick relevant column		List code/s*
		Essential	Desirable	How identified
<p>The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.</p> <p>*Codes: AF = Application Form, I = Interview, CQ = Certificate of Qualification, R = References (should only be used for posts requiring CRB's), T = Test/Assessment, P = Presentation</p>				
<b>1.</b>	<b>Qualifications:</b>			
	Good standard of general education including good applied literacy and numeracy with an NVQ Level 3, BTEC, Advanced GNVQ or equivalent qualification in ICT in both its theoretical and practical applications	✓	-	AP
<b>2.</b>	<b>Relevant Experience:</b>			
	The post holder must possess a minimum of three year's experience of ICT systems, preferably in an educational environment	✓	-	AP
<b>3.</b>	<b>Skills (including thinking challenge/mental demands):</b>			
	Ability to work independently without direct supervision, and to supervise other delegated members of the department	✓	-	AP & I
	Have good analytical skills, and be able to build on previous training / experience to resolve newly encountered problems.	✓	-	AP & I
	Ability to multi-task, and perform actions requiring a sustained level of concentration whilst dealing with a high level of interruptions is also essential	✓	-	AP & I
	Aid in the development of technical strategies for all of the school departments	✓	-	AP & I
	A proven ability to diagnose PC hardware configuration faults	✓	-	AP & I
	Ability to work under pressure and meet deadlines	✓	-	AP & I
	Motivation to work with children and young people	✓	-	AP & I
	Ability to form and maintain appropriate professional relationships with staff and other school partners	✓	-	AP & I
	General keyboard skills to perform a variety of ICT tasks	✓	-	AP & I

4.	<b>Knowledge:</b>			
	The post holder must possess an in-depth knowledge of ICT systems as demonstrated by a sound understanding / knowledge of: <ul style="list-style-type: none"> <li>• Networking topology, the connection methodologies and component types</li> <li>• All current Windows &amp; OSX operating systems.</li> <li>• Virtual server systems</li> <li>• Software licensing schemes and regulations.</li> <li>• The hardware design and component parts of computer workstations, servers, laptops and their associated peripherals.</li> <li>• Server backup hardware technologies and media rotation strategies.</li> <li>• The generation of I.C.T. administration policies and procedures.</li> <li>• The whole design process for Internet &amp; intranet sites, VLE and sharing platforms (including their development and maintenance.</li> <li>• Safeguarding and filtering strategies and systems.</li> <li>• Microsoft Office 2013 &amp; Office365.</li> <li>• Apple Operating Systems and devices</li> <li>• Cloud based Technologies</li> <li>• Other school IT systems e.g. SIMS, SAGE etc.</li> <li>• Primary and Secondary ICT system requirements.</li> </ul>	✓	-	AP, I & R
	A knowledge and commitment to safeguarding and promoting the welfare of children and young people	✓	-	AP & I
5.	<b>Interpersonal/Communication Skills:</b>			
	<b>Verbal Skills</b>			
	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 College / Trust community.	✓	-	AP, I & R
	Must be able to explain instructions or technical difficulties in a clear manner (often to people with only a basic understanding of ICT).	✓	-	AP, I & R
	Ability to establish professional, effective working relationships with a range of partners/colleagues and children & young people	✓	-	AP, I & R
	<b>Written Skills</b>			
Be able to write clear and concise reports, documentation and procedures, mainly for use by College / Trust leaders.	✓	-	AP, I & R	
Assist with the creation of technical procedures, user manuals and web pages for the school's VLE / Intranet systems.	✓	-	AP, I & R	

**The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.**

<b>7.</b>	<b>Competencies:</b>			
	The competencies listed below are <b>all</b> essential requirements for working at school in any post; however, those that have been ticked as essential have been identified as key competencies for this role and will be measured as part of the selection process. <b>They are not required to be addressed in the candidate's application form.</b>	-	-	-
	Creates, communicates and contributes to the delivery of the vision for the future of St Mary's College & St Cuthbert's RC Academy Trust	✓	-	AP, I & R
	Strives for excellence; continually looking for ways to improve your own performance and that of the College / Trust	✓	-	AP, I & R
	Gathering and analysing information to ensure that decisions are robust and based on thorough analysis.	✓	-	AP, I & R
	Planning and managing workloads; prioritising activities and ensuring the resources are in place to achieve a successful outcome.	✓	-	AP, I & R
	Communicating openly and honestly; taking time to listen to the needs of others and shaping your message to best convey your position.	✓	-	AP, I & R
	Building and maintaining strong working relationships to help the school deliver a better service to its students and staff	✓	-	AP, I & R
	Are committed to developing your own skills, knowledge and competencies and supporting others in doing the same	✓	-	AP, I & R
<b>8.</b>	<b>Additional Requirements:</b>			
	None	-	-	-
<b>9.</b>	<b>Disclosure of Criminal Record:</b>			
	The successful candidate's appointment will be subject to the school obtaining a satisfactory Enhanced Disclosure from the Criminal Records Bureau (if ticked as an essential requirement).	✓	-	CRB Disclosure