



JOB DESCRIPTION

POST:	Trust ICT Support Technician
GRADE:	Grade D (£19,312 - £19,698)
REPORTING TO:	Trust Network Manager
HOURS:	37 per week, all year round

1. PURPOSE AND SCOPE

- 1.1 To provide ICT support and maintenance for staff and pupils across the Trust.
- 1.2 To assist the Trust Network Manager and Assistant Network Manager in maintaining, managing and developing the ICT systems.
- 1.3 It is expected that all ICT staff will work across all Trust Schools when necessary.

2. ORGANISATIONAL RELATIONSHIPS

- 2.1 Responsible to the Trust Network Manager.
- 2.2 Working with Trust ICT staff.
- 2.3 Providing service to schools across the Trust.
- 2.4 Liaison with teaching staff, support staff, students, external agencies, contractors, suppliers, visitors to the school.

3.0 WORKING HOURS

- 3.1 Core hours will be daytime Monday to Friday between 7:30am and 5pm, hours as agreed with Trust Network Manager.

4. PRINCIPAL ACCOUNTABILITIES OR ACTIVITIES

- 4.1 Provide first line reactive ICT support to end users of ICT systems provided by the Trust.
- 4.2 To assist with all reactive, preventative and periodic ICT maintenance and servicing required throughout the Trust Schools.
- 4.4 To assist with ICT refurbishment and improvement schemes for the site and to work with the Trust Network Manager on the development and delivery of major ICT projects.
- 4.5 To maintain and ensure the reliability of anti-virus and internet filtering systems
- 4.6 To liaise with external agencies to effect repairs which cannot be undertaken in schools.

- 4.7 To assist in training staff to enable good use of installed ICT equipment.
- 4.8 To maintain and ensure the accuracy of an asset register for the schools.
- 4.9 To maintain and check disaster recovery and backup systems.
- 4.10 To assist with the maintenance of the schools' internal telephone systems.
- 4.11 To undertake training and professional development activities as required.
- 4.12 To perform such other duties of a like nature commensurate with the grade of the post as may from time to time be required by the Trust Network Manager.

5. STANDARDS

- 5.1 To actively model and promote the values and ethos of the Trust.
- 5.2 To display personal standards at work and in the local community that are fitting for a person associated with the education of young people.

6. REVIEW

- 6.1 This job description will be reviewed at least once per year and may be subject to amendment or modification at any time after consultation with the post holder.
- 6.2 It is not a comprehensive statement of procedures and tasks, but sets out the general expectations of the school in relation to the postholder's responsibilities and duties.