JOB DESCRIPTION

Job Title	IT Technician
Grade	Grade D SCP 06-11
Primary Purpose of the Job	To provide a service within Ladybridge High School to ensure that the day to day ICT activities and provision are maintained effectively and efficiently
Responsible to	Network Manager
Principle Responsibilities	Assist in the provision of efficient and effective specialist ICT support services for learners, staff, the curriculum, and the school

MAIN DUTIES

- Use specialist ICT skills, training and experience to support teachers and learners to fully utilise the learning environment.
- Support in the use of cloud-based technologies and Google Workspace across the school.
- Be responsible for the creation and maintenance of a purposeful, orderly and productive working environment.
- Be responsible for timely and accurate preparation and use of ICT specialist equipment, resources and materials.
- Provide technical support for minor hardware problems and deal with day to day maintenance issues as part of an overall plan.
- Ensuring that there are up to date user guides available to staff for all equipment used in the school.
- Manage records, information and data, provide analysis and reports.
- Source quotations and estimates for ICT equipment and services, liaising with the Finance Office to ensure the school complies with financial regulations regarding 'Best Value'.
- Promote and ensure the health and safety and good behaviour of learners at all times.
- Be responsible for maintenance/quality/safety of specialist ICT equipment.
- Provide highly specialised advice and guidance.
- Create and maintain a purposeful, orderly and productive working environment with up to date, workable ICT machines which facilitate teaching and learning within school.
- Timely and accurate preparation and use of specialist equipment, resources and materials as required by staff lesson plans including the installation and maintenance of new software packages and applications.
- Maintain records as requested including the stock and asset list of ICT equipment including laptops, tablets, cameras and phones.

- Create and install new user accounts and passwords in line with school policy and ensure learners and staff have appropriate permissions to access the network, printers and Google Workspace.
- To assist with any necessary maintenance and expansion of the school network exploring new technologies to meet the needs of the school.
- Installation of computer hardware and software as required, ensuring that is up and running for immediate use by the user wherever possible.
- Be aware of and comply with policies and procedures relating to ICT, child protection, health and safety, security, GDPR, data protection and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all learners have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Participate in training and other learning activities and performance management as required.
- Resolve IT helpdesk queries quickly and effectively.
- Support with the management of the CCTV system including installation, backup and monitoring.
- Work with the Facilities Manager and Site Team to provide cost effective in-house solutions including cabling projects for the IT network and CCTV system.
- Report any issues of misuse in terms of copyright infringements, cyber bullying, child protection issues, data/GDPR breaches and staff misuse to the Business Manager and Headteacher.

The post-holder will also be expected:

i. To set a high standard of personal conduct and commitment to Customer Service.
ii. To dress and act at all times as an example to the learners within the school and to create a professional image.
iii. To comply with all school policies and procedures.

The above requirements are intended as a basic outline. The post holder may reasonably be expected to undertake other duties commensurate with the level of responsibility that may be allocated from time to time.

The post holder may reasonably be expected to undertake any other duties as and when required that are commensurate within the grade and job title of the post.

Date Job Description updated : **June 2022**

Job Description prepared by : **Gaynor Chesterfield**

PERSON SPECIFICATION

Job Title **IT TECHNICIAN**

STAGE ONE Disabled Candidates are guaranteed an interview if they meet the essential criteria

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT
1. Skills and Knowledge	
• Relevant and up to date experience of ICT networks	Application Form/Interview
• Advanced use of ICT equipment	Application Form/Interview
• In depth knowledge of Microsoft Office applications, Google Workspace and computer hardware	Application Form/Interview
• Knowledge of relevant policies/codes of practice and awareness of relevant legislation	Application Form/Interview
• Ability to self-evaluate learning needs and actively seek learning opportunities.	Application Form/Interview
• Ability to explain and demonstrate computer systems and procedures to young people and adults.	Application Form/Interview
• An empathy with those who are not ICT expert and may be working under pressure	Application Form/Interview
• Good interpersonal skills demonstrated by friendly, outgoing manner	Application Form/Interview
• An ability to work on own initiative	Application Form/Interview
• Work constructively as part of a team, understanding school roles and responsibilities and your own position within these	Application Form/Interview
• Excellent communications skills and an ability to relate to learners and to staff at all levels.	Application Form/Interview
Competencies Please note the school's competencies, which are considered to be essential for all roles, are in the attached Core Competencies document.	Interview
2. Personal qualities and beliefs	
• The ability to prioritise and schedule workloads	Application Form/Interview
• Excellent organisation and prioritisation skills	Application Form/Interview
• Values diversity	Application Form/Interview
• Alignment with Ladybridge beliefs and mission	Application Form/Interview
• Optimistic outlook – a belief that the work we do makes a difference to others	Application Form/Interview
• Honest, reliable, open minded, modest and full of integrity	Application Form/Interview

• Models Ladybridge WISDOM qualities of Respect, Commitment, Curiosity, Kindness, Teamwork and Resilience	Application Form/Interview
• Excellent time management skills	Application Form/Interview
• Able to listen and respond in an emotional intelligent manner	Application Form/Interview
• Good attendance and punctuality	Application Form/Interview
3. Experience/Qualifications/Training etc.	
• Willingness to participate in training/development opportunities	Application Form/Interview
• Specific training in ICT at Level 3 or equivalent	Application Form/Interview
• GCSE Grade 4/5 or equivalent in Maths, English and Science	Application Form/Interview
• Experience of cloud-based technologies such as Google Workspace and Microsoft 365.	Application Form/Interview
• Experience of working with computer hardware including PCs, printers, projectors, BenQ touchscreens and networks.	Application Form/Interview
• Experience with CCTV management systems; Hikvision, Milestone.	Application Form/Interview
• Familiarity with internal PC architecture, Microsoft Operating Systems, PaperCut, VMware, VEEAM Backup, SCCM, Network Switching (Aruba/Unifi), JAMF Mobile Device Management (MDM), Apple MacOS X, Ubiquiti Unifi Wireless.	Application Form/Interview
3. Work Related Circumstances	
• High expectations of all learners; respect for their social, cultural, linguistic, religious and ethnic background and a commitment to raising their educational achievements	Application Form/Interview
• Ability to build and maintain successful relationships with learners and to treat them consistently with respect and consideration with concern for their development	Application Form/Interview
• Demonstrate and promote the positive values, attitudes and behaviour expected from the learners	Application Form/Interview
• Ability to work collaboratively with colleagues and carry out role effectively knowing when to seek help and advice	Application Form/Interview
• Able to improve their own practice through observations, evaluations and discussion with colleagues.	Application Form/Interview

STAGE TWO Only used in the event of a large number of applicants meeting essential requirements

ADDITIONAL REQUIREMENTS	METHOD OF ASSESSMENT
● Experience/Qualifications/Training etc.	
● Experience in a similar role in an educational establishment.	Application Form/Interview

Note to Applicants: Please try to show in your application form, how best you meet these requirements.

Date person specification updated: **June 2022**
Person specification updated by: **Gaynor Chesterfield**

Core Competencies

These core competencies are considered essential for all roles within this school. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.

Developing Self and Others
Promote a learning environment to embed a learning culture. Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development.

Civil Contingencies
Bolton Council has a statutory duty under the Civil Contingencies Act 2004 to respond in the event of an emergency. If the Emergency Management Plan is activated, you may be required to assist in maintaining key council services and supporting the community. This could require working outside of routine working hours and working from places other than your normal place of work.

Equality and Diversity
Uphold the principles of fairness and the Equality Act 2010 in all undertakings as an employee of the school, including providing a fair, accessible service irrespective of customer's race, religion, gender, sexuality, disability or age.

Customer Care
The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring and professional image.

Health and Safety
Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

Data Protection and Confidentiality
Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow school policies and procedures on dealing with personal information and information assets, including the Code of Conduct, Information Management, and ICT Acceptable Use. Personal or confidential data should only be accessed or used for school purposes.

Fluency Duty
Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required by the Immigration Act 2016.

Working Hours
The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

Safeguarding
This School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure and Barring Service.