



TORQUAY ACADEMY

JOB DESCRIPTION

Name:

Job Title: ICT Technician

LG Scale Point 5 – 6 £18,795 - £19,171
This may be enhanced dependent on qualifications and experience

Responsible to: Vice Principal, through ICT Team Leader

Aim of the Post: To work with the ICT Team Leader to provide comprehensive support that ensures the Academy has an efficient and effective ICT network and systems which enhance teaching and learning and facilitates robust administrative support functions

OVERALL RESPONSIBILITY

- To work collaboratively with ICT Team Leader, staff and students to ensure the efficient and effective delivery of ICT in the Academy
- To communicate effectively with all stakeholders to ensure ICT issues are dealt with promptly and sensitively
- To maintain the Academy's ICT network, hardware and software, including telephony.
- Keep up to date with ICT developments to ensure that the Academy benefits from the most up to date technologies
- To undertake general tasks to support the use of ICT across the Curriculum.
- To monitor and evaluate the effectiveness of the existing system.
- To maintain inventory for whole Academy
- To maintain the Academy website including uploading information as required
- Security marking Academy equipment
- To cover for the ICT Team Leader in his absence

PRINCIPAL DUTIES AND RESPONSIBILITIES

Supporting Staff and Liaison

- Work closely with teaching and support staff to specify user requirements.
- Maintain the ICT help desk and ensure that faults are resolved promptly
- Liaise with external suppliers and agencies to resolve technical faults and ensure faulty equipment is repaired promptly.
- Assist teachers in the delivery of lessons using ICT.
- Support staff in using software, in order to assist learning in the classroom.

- Support office and administrative staff with the use of computer software and hardware
- Maintain all hardware including printers and other systems and source competitive consumables
- Advise on and install software when applicable
- Production of staff ID cards and take data via biometric readings for staff and students accounts.
- Maintain the Academy's central inventory for all departments
- Maintain the laptop agreement log

Supporting Students

- Support students with the use of computer software and hardware.
- Deal with, or report as appropriate, to the nearest member of the teaching staff, incidents that are seen or reported regarding students' welfare.
- Set up student accounts, setting permissions and user accessibility
- Install software to further support students and ensure it is kept updated
- Support the use of online and web based resources eg Google classrooms
- Assist in supervision of students from time to time as requested by senior academy staff

Managing Hardware

- Install, maintain and repair the ICT hardware.
- Maintain computer peripheral equipment (scanners, printers, etc.).
- Follow ICT suppliers' recommended procedures.

Managing Software

- Install, test and update new and existing software.
- Make sure the Academy's software is available to appropriate users.
- Keep an up-to-date inventory for all Academy's computer software and licences, including registering software and checking that all licences are valid.
- Keep a register of all the technical faults that occur with the Academy's computer equipment that result in equipment leaving the Academy site (hardware & software).
- Ensure the Academy's anti-virus software is properly installed, kept up-to-date and working properly.
- Ensure CCTV software is maintained and installed where applicable

Network Management

- Assist the ICT Team Leader in the development of the Academy's ICT systems
- Assist in maintaining reliable network system backups.
- Carry out routine network maintenance checks.
- Set up, maintain and remove user network accounts where appropriate.
- Maintain the server and ICT systems in good order, including the firewall, and restricted access filters.
- Provide technical support to run the Network systems efficiently.
- Maintain the Academy's Intranet service for staff and students
- Assist with installing new servers and upgrades.

- Maintain email systems and users.

Health and Safety

- Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- Co-operate with the employer on all issues to do with Health, Safety & Welfare.
- Report misuse of ICT Resources and incidences of misconduct.
- Remove from use any equipment that is deemed unsafe.
- Provide ongoing advice on the recommended Health & Safety guidelines for ICT users.
- Liaise with the PAT Tester to ensure electrical safety tests are carried out as appropriate on ICT equipment.
- Report and save any evidence of an incident recorded by CCTV cameras.

Continuing Professional Development – Personal

- In conjunction with the line manager, take responsibility for personal professional development, keeping up to date with research and developments in ICT provision.
- Undertake any necessary professional development as identified in the Academy Improvement Plan taking full advantage of any relevant training and development available.
- Maintain a professional portfolio of evidence to support the Appraisal process - evaluating and improving own practice.

This Job Description is an outline of the range of duties that can be expected. It is not a comprehensive or exclusive list and duties may be varied from time to time, according to the needs of the Academy and the students, which do not change the general character of the job or the level of responsibility entailed.

Signed Date.....