



JOB DESCRIPTION

JOB TITLE	Senior ICT Technician (Secondary School)	JOB REF NO	AAAE5197
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BASIC JOB PURPOSE

To provide hardware and software classroom support for teachers and students using the computer facilities. To maintain laptop and desktop computer devices, network hardware, and other peripherals (including CCTV cameras and phones), thereby minimising system's downtime.

MAIN RESPONSIBILITIES	
1	Provide classroom support to teachers using the computer systems, including informing teaching staff of any known software or hardware problems to enable the staff to meet the needs of the curriculum.
2	Complete major repairs to equipment and cabling. Perform appropriate fault diagnostics, and devise and undertake corrective action. Provide on-the-spot advice to other members of staff regarding such matters to ensure maximum availability and usage of equipment and services.
3	Generate, extend, and maintain computer networks (including installing, updating and ensuring the functionality of all software, as well as performing network management tasks) under the direction of the ICT Consultant, whilst providing a friendly and informative service to all users.
4	Under direction of the ICT Consultant, provide software support for all users by being familiar with the current software and, where appropriate, producing user-friendly guides, to enable the systems to be fully used by all staff and students.
5	Maintain accessibility of e-mail, internet, and related services, including managing content on the school's web site.
6	Undertake personal professional development to respond to the changing needs of the job, keeping abreast of relevant developments in the field.
7	Support the Data Manager with maintenance of the MIS and liaise with the MIS publisher's IT support team as necessary to resolve problems, ensuring timely and informative updates are issued to staff.
8	Support after-hours use of ICT suites by setting up and maintaining necessary systems to enable safe and secure access to key services.
Notwithstanding the detail in this job description, in accordance with the School's/Council's Flexibility Policy the job holder will undertake such work as may be determined by the Headteacher/Governing Body from time to time, up to or at a level consistent with the Main Responsibilities of the job.	