



# ARDEN MULTI ACADEMY TRUST

<b>Job Title:</b>	ICT Support Technician
<b>Responsible to:</b>	Senior ICT Technician and IT Manager
<b>Postholder :</b>	Vacancy
<b>Job Purpose:</b>	To provide a range of technical ICT support
<b>Pay Grade :</b>	Band C
<b>Contract:</b>	Full Time Permanent (37 Hours per week) Hours of work: 8.00pm to 4.00pm Full year contract

## **Overall Responsibility**

To provide a range of technical and general ICT support to staff and pupils at Park Hall Academy.

## **Main duties and responsibilities:**

Provide ICT support to staff and pupils

Detect, diagnose and resolve computer, printer, peripheral and software errors, assisting pupils and staff on request

Software installation

Hardware installation

Setting up Desktop, laptops and Android Tablets

Maintenance of Apps including upgrading and removing those not in use

Assist with cloud system such as Office 365 applications and other educational platforms

Assist in the installation of software and hardware including the updating of drivers and anti-virus software

Refer more serious technical issues to the Network Manager to ensure quick resolution of faults

Issue and maintain both pupil and staff laptops, including user induction where necessary

Provide support and assistance in the setup and operation of audio/visual/ multimedia equipment

Provide support and assistance in the setup and operation of Projector setups, phone system and Wi-Fi equipment.

Provide user support on all ICT systems used at the school, including and not limited to audio visual, phone system and Wi-Fi.

Determine and implement a regular check on all equipment used in the pupil learning experience

Carry out health and safety checks on all I.T equipment

Assist the network manager in maintaining a database of hardware and software licences

Support staff training in ICT by preparing workshops, demonstrations and help sheets

Attendance at all Open Evenings and Presentation Evenings to ensure all ICT equipment is fully working and any problems arising are dealt with

The ability to work independently and as part of a team, some travel might be needed between trust sites (AMAT Days or IT Support meetings)

### **Health, Safety and Security**

Co-operate with the employer on all issues to do with Health, Safety & Welfare.

Support the school's implementation of all other current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection.

### **Pastoral Care**

Deal with or report, to the nearest member of the teaching staff, incidents that are seen or reported regarding pupils' welfare.

### **Continuing Professional Development – Personal**

In conjunction with the Associate Headteacher, take responsibility for personal professional development, keeping up-to-date with research and developments related to school efficiency, which may lead to improvements in the day-to-day running of the school.

- Undertake any necessary professional development as identified in the School Development 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 will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the school in relation to the post holder's professional responsibilities and duties.

Elements of this job description and changes to it may be negotiated at the request of either the Associate Headteacher or the incumbent of the post.

Compiled by: Y Hennous	Revision Number
Approved by: HR	Revision Date - 10/04/2024