



## Job Description ICT Technician

<b>Grade:</b>	G
<b>Reports to:</b>	Line Manager
<b>Location:</b>	The Springfields Academy, Wiltshire
<b>Job Purpose:</b>	The ICT Technician is responsible for managing and maintaining the Academy's ICT resources, providing a high-quality environment for teaching and learning, and ensuring the smooth running of systems.

### Main Duties

#### Software:

- Manage the school's Active Directory user accounts and user accounts on web-based resources. Enabling/disabling users, creating users, password resets etc.
- Manage the school's Office 365 tenancy, email accounts, and to assist with Skype for Business video conferencing.
- Manage the school's mobile devices using an MDM solution. Deploy new apps and settings as required.
- Manage the school's web filtering solution, making sure staff and students have access to appropriate resources.
- Manage printer quotas to ensure effective use of Academy resources.
- Manage and maintain the school's website, and upload content in conjunction with Academy staff.
- Carry out backups of the school's data, and periodically test backups to ensure the backup's integrity.
- Ensure the Academy's systems and mobile devices are kept up to date with the latest updates and security patches.
- Ensure users are protected via antivirus software and that this software is kept up to date. Address any issues flagged by the software.
- Testing and deployment of new software to Academy devices.

**Hardware:**

- Troubleshoot, repair and maintain ICT hardware, such as (but not limited to): desktop PCs, laptops, printers, tablets and projectors.
- Set up new ICT hardware, liaising with suppliers where necessary.
- Maintain the local area network and troubleshoot basic network issues.
- Manage the school's door access solution and create badges for staff.
- Provide ICT support for academic events.

**Resources & Documentation**

- Log all ICT support requests via a help desk system.
- Maintain an up to date asset list of all ICT equipment.
- Manage the Academy's software licences and ensure the Academy remains compliant.
- Ordering and distribution of ICT consumables e.g. toners, batteries etc.
- To responsibly and securely dispose of redundant ICT equipment.
- Liaise with the Trust's Central Team and external suppliers for orders and escalation of support issues.

**Continuing Professional Development:**

- Identify and undertake professional development opportunities, keeping skills and knowledge current and relevant to the Academy's needs.
- To undertake safeguarding and other training as required by the Academy.
- Provide basic training to staff on ICT systems when required.

To carry out other duties as required, commensurate with the job role.

**Responsibilities:**

To actively engage with staff and students, providing an excellent level of customer service.

To follow school and trust's policies i.e. health and safety, GDPR & safeguarding.

To work on own initiative, being proactive to address issues before they become a problem.

Ability to communicate effectively with students, visitors and staff at all levels.

Maintain high standards of confidentiality and data security.

## Person Specification

	Essential	Desirable
GCSE English & Maths grades A*-C	X	
Knowledge of wide range of PCs and peripherals	X	
Understanding of local area networks	X	
Experience with Microsoft Windows 7/10	X	
Experience with Microsoft Office	X	
Able to work independently	X	
Positive 'can-do' attitude.	X	
Excellent communication skills	X	
Willingness to learn	X	
To keep up to date with ICT developments	X	
Experience working in a school environment		X
MCP or other technical qualifications		X
Group Policy		X
Hyper-V		X
Microsoft Windows Server		X
Office 365		X
An aptitude towards, and interest in working with our Autistic pupil population on special interest projects related to ICT		X