

ICT Technician

The ICT Technician reports to the ICT Manager and will assist with the efficient management, maintenance and development of the ICT facilities.

Duties and Responsibilities

Network

- Provide support for operation of ICT equipment and software across the network to staff and pupils.
- Assisting the ICT Manager in the efficient management and maintenance of the Foundation networks, associated software and equipment.
- Install and maintain network connections, logging all faults into the ICT support ticket system.
- Install and upgrade software in accordance with licensing rules.
- Install maintain and manage the lifecycle of hardware and equipment and update the appropriate asset register.
- Maintain and develop software deployment systems. Test new software to ensure compatibility with current systems.
- Basic network administration including Active Directory/Azure account maintenance and licensing, server and systems monitoring.
- Maintaining and developing the print management software, providing reports where required.
- Maintain security of systems and premises and report any security breaches to the ICT Manager.
- Ensure data privacy (GDPR) and legal copyright laws are adhered to at all times.

Maintenance of ICT Equipment

- Maintain Help Desk/Inventory system and make sure all notes are up-to-date.
- Develop and maintain a software catalogue of available software within the college.
- Install and maintain and security mark ICT equipment where appropriate.
- Organise and log the disposal of all redundant ICT equipment.
- Order/Install/manage stock of photocopier and printer toner.
- Diagnose and report faults to photocopier supplier. Liaise with supplier in fixing faults and checking progress on existing faults.
- Maintain the telephone systems under the direction of the ICT Manager.
- Ensure maintenance and correct storage of all records, supplies, machinery and equipment.

Support to pupils and staff

- Respond and resolve faults as reported via appropriate systems for both users and equipment.
- Book in and set up equipment in preparation for presentations.
- Support in the use of the Office365 and keep knowledge up to date with new products from within the platform.
- Any other duties that reasonably fall within the scope of the post, as instructed by the ICT Manager.

Personal Specification

Skills and Knowledge	<ul style="list-style-type: none">• Excellent communication skills to interact with pupils, staff, governors or visitors• Proven ability to work independently and on own initiative• Excellent organisational skills• Able to demonstrate practical troubleshooting and problem-solving skills• Excellent attention to detail• Flexible working attitude• Able to work under pressure and meet deadlines• Able to manage time and prioritise tasks efficiently
Qualifications/ Experience	<ul style="list-style-type: none">• Understanding of Health and Safety• A good general level of education• Previous experience of working in an IT environment• A good understanding of computer systems and networks• A good understanding of internet security and data privacy (GDPR)• Full UK driving license
Other Requirements	<ul style="list-style-type: none">• Satisfactorily meeting the school's employment checks – Disclosure and Barring Service (DBS) check, references, qualifications and legal entitlement to work in the UK

The Job Description provides a guide to and general description of the duties and responsibilities of the role and may be amended. It is not exhaustive and the post holder should be willing to undertake any other related tasks, as may be reasonably required.

The post-holder should be aligned with the School's values:

COMPASSION

Empathy Tolerance Kindness

We treat others with compassion; demonstrating empathy, tolerance and kindness in all that we do

COURAGE

Determination Resilience Grit

We act with courage; demonstrating determination, resilience and grit in the face of both opportunity and challenge and always striving to learn through life's journey

HUMILITY

Modesty Gratitude Selflessness

We behave with humility; we are modest in our success, grateful for our blessings and selfless in the way that we share them

RESPECT

Courtesy Service Consideration

We value and respect every person equally; always seeking to serve those around us and treating all with courtesy and consideration

COMMITMENT

Dedication Loyalty Endurance

We demonstrate commitment to our School and to those around us, making the most of opportunities available; we are dedicated, loyal and always endure through to the end

INTEGRITY

Honesty Decency Morality

We value integrity above all; we are honest with ourselves and others, conducting our lives with decency whilst striving for the highest moral standards

Mount Kelly is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. The post-holder will be engaged in regulated activity with children and has a duty to protect the welfare of children. Child protection training is a statutory requirement in order to provide proper care to vulnerable pupils and be able to implement safe working practices.