JOB DESCRIPTION – IT Technician

JOB PURPOSE: Responsible for supporting and encouraging the use of ICT throughout the school to support students and staff to ensure that the highest quality of teaching, learning and working takes place. This post will be based at Larkmead school but will also support multiple feeder schools in the Vale Academy Trust (access to transport required).

OBJECTIVES:
To assist in maintaining the schools' ICT network and systems providing 1st and 2nd line support for all users. To maintain and develop the schools' websites and virtual learning environments, including supporting staff in the development of their online presence.

KEY TASKS:
- To assist in maintaining the schools' ICT networks and systems
- To assist in providing support for the schools' servers and network structure
- To manage and respond to helpdesk tickets including prompt resolution or escalation of tasks as required
- To provide hardware and software support for all computers
- To assist in the monitoring of the schools' networks, including E-safety
- To maintain all the peripherals within the school
- To assist in the installation and maintenance/repairing software on desktop computers and servers
- To maintain inventories and carry out stock control checks of equipment and materials
- To provide 1st and 2nd line support for all users
- To assist in administering user accounts and email
- To provide support to users of the schools' Management Information system and other administrative software
- To provide support to pupils and staff in accessing the ICT in school remotely and providing advice for related home computer use
- To support parents in their appropriate use of the schools' ICT systems, particularly through remote access
- To support the schools' whiteboard, projector and audio systems within the classrooms
- Providing multi-media technical support as required, including support for staff training, meetings, assemblies and special School Events
- To support and develop the schools virtual learning environment, including carrying out routine maintenance and actively offer support and advise staff in how to improve their areas on the VLE
- To develop and maintain the content on the school website, including actively remove out-of-date content on the websites and liaising with staff to provide suitable material
- To assist in producing and updating department documentation including the asset database and knowledge database
- To effectively manage time to ensure the schools receive the best possible service
- Other adhoc tasks to assist the IT Network Manager as required

Accountability:
The holder of this post is accountable to the IT Network Manager