

# The Bishops' Blue Coat CE High School

## ICT and Resources Technician job description and person specification

Full time (37 hours pw), Full year

Holidays: 25 days plus bank holidays

Salary: Grade 4 point 4 to 6 £18,933 - £19,698 plus optional membership of the local government pension scheme

**Main Job Purposes:** To provide ICT Support to staff and students under the supervision of the Assistant ICT Manager

**Management:** The post holder will be line managed by the Data and Systems Manager. The post holder will not line manage any other staff

### **Principal Responsibilities of the Post**

1. As part of the ICT and Resources team to provide a full and prompt helpdesk service (including employee tasks, student advice, maintenance and repair of IT equipment) to support them in realising the school's Vision. To keep the requester informed of progress and /or escalate to the Assistant ICT Manager or Data and Systems Manager as appropriate.
2. To provide assistance to the Resources Manager as required.
3. To provide assistance to staff and students with the use of IT facilities and applications during lessons advising learners and supervising them in a safe and effective manner.
4. To provide software support for all users by being familiar with current software and where appropriate, producing user-friendly guides, to enable the systems to be fully used by all staff and students
5. To deliver and set up IT equipment for lessons, including projection equipment and Chromebook trolleys, in good time as per the booking system
6. To assist in filming and editing of video content and providing IT support to school events
7. To maintain and repair equipment (PCs, laptops, printers, monitors, etc) when it is practical to do so and to provide on the spot advice to ensure maximum availability and usage of equipment.
8. To install software and hardware as directed
9. To carry out PAT testing of IT equipment as directed by the Assistant ICT manager
10. To carry out other IT related tasks as directed by the Data & Systems Manager
11. Supervision of students at lunchtime as part of staff duty rota and occasionally at other times as required
12. Provision of first aid assistance (training will be provided if required).

Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined by the Head Teacher/Business Manager from time to time, up to or at a level consistent with the principal responsibilities of the job during contracted hours. Additional hours for IT/AV support for lettings or events may be available from time to time.

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### Person Specification

CRITERIA	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of education</li> <li>• Computer-related Level 2 qualification (e.g. GCSE, BTEC)</li> <li>• 5 GCSEs or equivalent including Maths and English</li> <li>• Computer-related Level 3 qualification or completed ICT Apprenticeship</li> </ul>		Documentary evidence
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Can demonstrate an aptitude for problem-solving computer-related issues</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in school or business ICT support</li> </ul>	Application form/Interview
<b>Job related Knowledge</b>	<ul style="list-style-type: none"> <li>• Proficiency with Windows platforms</li> <li>• Proficiency with MS Office suite of applications, including their cloud (Office 365 versions)</li> <li>• Proficiency in installing, configuring and maintenance of Windows 10 desktop computers in an education environment</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the Data Protection Act</li> <li>• Proficiency with Apple (OSX / iOS) platforms</li> </ul>	Application form/Interview
<b>Skills and Aptitudes</b>	<ul style="list-style-type: none"> <li>• Ability to maintain a high level of accuracy and attention to detail</li> <li>• Ability to function under pressure, establish priorities and work to strict deadlines</li> <li>• Excellent communication and interpersonal skills</li> <li>• Good organising and time management skills</li> <li>• Excellent problem-solving skills</li> </ul>		Application form/interview
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Confident in interacting with children and adults alike</li> <li>• Positive and motivated</li> <li>• Act upon initiative</li> <li>• Ability to keep calm and contribute to the resolution of problems</li> <li>• Co-operative/able to work with people at all levels</li> <li>• Dependable and reliable</li> </ul>		Interview