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| **POST TITLE:** | ICT Technician |
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| **TERMS & TENURE:** | Scale 4 – Scale 5, £25,584 – £30,060 per annum dependent on experience.Permanent, 37 hours per week, 52 weeks per year. |
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| **LINE MANAGER:** | IT Systems Manager |
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| **STAFF SUPERVISED:** | None |

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| **OBJECTIVES OF THE POST*** To assist in the maintenance of the Hanley and Upton Educational Trust’s (HUET) ICT Network and equipment.
* To assist in the installation of new and existing hardware and software across the network.
* To provide technical support to all users of the network.
* To assist in the installation and maintenance of audio-visual equipment.
* To support and promote the application and development of IT for learning and teaching.

**MAIN DUTIES*** To provide support for the HUET’s servers and associated routines, including responsibility for administering backups at appropriate times.
* To monitor the efficiency and effectiveness of the HUET’s network.
* To provide hardware and software support for PCs and laptops.
* To maintain all peripherals within the HUET.
* To assist in the ordering and maintenance of stocks of consumables and spares.
* To install new and existing software on to computers.
* To perform complete installations on new PCs and Laptops.
* To administer individual email and active directory accounts within the HUET.
* To install, maintain and facilitate the use of projectors, audio systems and interactive whiteboards.
* To support both staff and students in their use of computer systems in a timely manner.
* To monitor the IT helpdesk and support the delivery of solutions in line with agreed HUET IT service level agreement.
* To develop own skills and knowledge in line with the requirements of the role.
* To keep accurate records of equipment and software installations.
* Any other duties as commensurate within the grade in order to ensure the smooth running of the HUET.
* Observe safe practices at all times and comply with all school ICT policies.
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| **REQUIREMENTS**See Person Specification. |
| **OTHER**The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the role.The post holder will be expected to work constructively as part of a team and to co-ordinate and take an active part in the delivery of HUET computer and network system needs in line with the overall IT strategy. |

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| **HEALTH AND SAFETY**The post holder is required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law following recognised codes of practice. The post holder is also required to be aware of and comply with the HUET Health and Safety policy. |

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| **COMMITMENTS**Commitment to the community ethos of the school, helping to promote appropriate behaviour and correct uniform wearing when dealing directly with pupils and to Equal Opportunities and Safeguarding. |

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| **DATA PROTECTION**During the course of employment, the holder of the role will have access to data and personal information that must be processed in accordance with the terms and conditions of the Data Protection Regulation and in accordance with the HUET Data Protection Policy. |