**<SCHOOL /ACADEMY NAME>**

**Insert name of establishment**

**ICT Technician – Generic**

**Role Profile and Person Specification**

**November 2007 (updated August 2019)**

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| **Job Description** |
| **Job Title:** | **ICT Technician – Generic** |
| **School /Academy:** | **<please insert here>** |
| **Grade Range:** | **Grade 5 – Scp 13 -15** |
| **Hours per week:** | **<please insert here>** |
| **Work Pattern:** | **<Term Time Only> <All Year Round> *Delete as appropriate*** |
| **Location:** | **<please insert here>** |
| **Reports to:** | **<please insert here>** |
| **Responsible for:** | **<please insert here>** |
| **Role Purpose and Role Dimensions:** | Under the guidance of senior staff: Provide specialist support in a specific curricula/resource area, including preparation, and maintenance of resources and support to staff and pupils.Provide specialist ICT support, including preparation, and maintenance of ICT resources and support to staff and pupils. Under the guidance of senior staff ensure that the school/centre establishes and maintains high quality learning facilities.  |
| **Commitment to Diversity:** | As a member of the School Team to take individual and collective professional responsibility for championing the School/Academy's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity. |
| **Key External Contacts:** |  |
| **Key Internal Contacts:** |  |
| **Financial Dimensions:** |  |
| **Key Areas for Decision Making:** |  |
| **Other Considerations:** |  |

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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Support for Pupils** | **This will involve:**Use specialist skills/training/experience to support pupils.* Establishing good relationships with pupils, acting as a role model and being aware of and responding appropriately to individual needs.
* Encouraging pupils to interact with others and engaging in activities led by the teacher.
* Provide feedback to pupils in relation to progress and achievement.
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| **Support for the Teacher** | **This will involve:**Create and maintain a purposeful, orderly and productive working environment.* Ensure timely and accurate design, preparation and use of specialist equipment/resources/materials.
* Assist in the development of lesson/work plans, administration of coursework, work sheets etc.
* Contribute to planning, development and organisation of systems/procedures/policies.
* Be responsible for maintaining records, information and data, producing analysis and reports as required.

Promote and ensure the health and safety and good behaviour of pupils at all times.* Undertake marking of pupils work with specialist area and accurately record achievement/progress.
* Administer and assess routine tests and invigilate exams/tests.
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| **Support for the Curriculum** | **This will involve:*** Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits as required.

Maintenance of specialist equipment, check for quality/safety, undertake specialist repairs/modifications within own capabilities and arrange for other repairs/modifications to be carried out by others.Demonstrate and assist in the safe and effective use of specialist equipment/materials.Provide specialist advice and guidance as required.* Implement agreed work programmes/practical lessons under the guidance of the teacher.
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| **To contribute as an effective and collaborative member of the School Team** | **This will involve:*** To participate in training to be able to demonstrate competence.
* To participate in first aid training as required.
* Participating in the ongoing development, implementation and monitoring of the service plans.
* Championing the professional integrity of the School/Academy
* Supporting Customer Focus, Best Value and electronic management of processes.
* Actively sharing feedback on School/Academy policies and interventions
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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Support for the School** | **This will involve:*** Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
* Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
* Contribute to the overall ethos/work/aims of the school.
* Establish constructive relationships and communicate with other agencies/professionals, in liaison with the teacher, to support achievement and progress of pupils.
* Attend and participate in regular meetings.
* Participate in training and other learning activities and performance development as required.
* Recognise own strengths and areas of expertise and use these to advise and support others.
* Line management of support staff as appropriate within guidelines developed by the school.
* Implement planned supervision of pupils out of lesson times e.g. clubs/extra-curricular activities.
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| **Other Responsibilities** | * Under the guidance of senior managers, develop the security and long-term planning of the network. Work with senior staff to produce short, medium and long term development plans.
* Investigate new technologies and work within an agreed budget to purchase, install and ensure all staff are conversant and confident in the use of new equipment.
* Develop and maintain ICT infrastructure that supports staff and students using specialist and general ICT facilities.
* Trouble-shoot and repair when possible ICT and audio visual equipment problems.
* Install hardware and remove software on workstations. Ensure maintenance of all hardware, software, and equipment.
* Co-ordinate a plan for security updates of workstations, inform staff of critical updates, and manage licences of software for workstations and servers.
* Keep an inventory of all equipment, ensure that all equipment is security tagged/marked after purchase.
* Maintain printers in terms of refilling printer toner and ink cartridges, head cleaning and alignment.
* Pre-load software prior to lessons
* Ensure the efficient running of the ICT suite for use.
* Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.
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| **Green Statement** | **This will involve:*** Seek opportunities for contributing to sustainable development of the borough, in accordance with the School/Academy’s Green Commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.
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| **Key Accountabilities and Result Areas:** | **Key Elements:** |
| **Data Protection** | **This will involve:*** Being aware of the School/Academy’s legal obligations under the Data Protection Act 2018 (the “2018 Act”) and the EU General Data Protection Regulation (“GDPR”) for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
* Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
* Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
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| **Confidentiality** | **This will involve:*** Treating all information acquired through employment, both formally and informally, in confidence.
* There are strict rules and protocols defining employee access to and use of the School/Academy’s databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.
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| **Equalities and Diversity** | The School/Academy has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and to promote its policies in their own work, to undertake any appropriate training and to challenge racism, prejudice and discrimination. This includes respecting and valuing the different experiences, ideas and backgrounds others can bring to work and to teams. |
| **Safeguarding** | **This will involve:**• Displays commitment to the protection and safeguarding of children and young people. • Values and respects the views and needs of children and young people.• Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children. |
| **Customer Care** | **This will involve:*** Able to demonstrate a commitment to the School/Academy’s Customer Care Policy.
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| **Health and Safety** | Every employee is responsible for their own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.  |

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| **P e r s o n S p e c i f i c a t i o n** |
| **Job Title:**  | **ICT Technician – Generic** |
| **Essential knowledge:** | * NVQ 3 or equivalent qualification or experience in relevant discipline i.e. ICT networking equipment and software across an organisation.
* Specific training in specialist area.
* Full working knowledge of relevant polices/codes of practice and awareness of relevant legislation.
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| **Essential skills and abilities:** | * Very good numeracy/literacy skills.
* Effective use of ICT and other specialist equipment/resources.
* Excellent communication skills together with the ability to communicate fluently in English to fulfil the requirements of the post\*
* Displays commitment to the protection and safeguarding of children and young people.
* Demonstrates a commitment to fundamental British values and an awareness of how these can be promoted in direct work with children
* Ability to self-evaluate learning needs and actively seek learning opportunities.
* Ability to relate well to children and adults.
* Ability to work independently and collaboratively to ensure the delivery of agreed workload.
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| **Essential experience:** | * Experience in specific area in a learning environment.
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| **Special conditions:** | * Enhanced DBS check
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\*Further advice on specific points in this role profile can be obtained from your HR provider.