



RISCA Community Comprehensive School
JOB DESCRIPTION
ICT SUPPORT TECHNICIAN GRADE 4

Under the guidance of the Office Manager and teachers with responsibility for Information Technology to provide general and specific IT support to all areas of the school.

TASKS

- Undertake routine maintenance work of computers, computer systems, interactive whiteboards, projectors and other related items
- To assist staff and pupils with ICT support, assistance with passwords, access and upload and download of programmes and packages
- To maintain the school's internet and intranet
- To liaise with County Support networks to ensure high quality provision of ICT at all levels across the school

ADMINISTRATION

- Provide ICT support to administrative staff, teaching staff and pupils
- To maintain records and back-up systems across the school
- To respond to a daily log of tasks and to maintain the same log of tasks completed
- To ensure that faults are reported and followed up on a daily basis
- To keep a daily check on resources and ensure their maintenance
- To address issues of access as appropriate
- To carry a pager to respond to urgent requests from the Office Manager
- To maintain all aspects of the school server, networks and equipment
- To undertake routine administrative procedures
- To maintain pupil records

RESOURCES

- Operate all relevant ICT packages
- Maintain all stock and supplies
- Keep and catalogue an inventory of all ICT related supplies
- Undertake general ICT related administration eg placing and cataloguing of orders

RESPONSIBILITIES

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the school
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required.

PERSON SPECIFICATION

- Experience –
General clerical/administrative/financial work
Prior experience of ICT support would be desirable
- Qualifications-
HND or degree in Level 2 Numeracy/Literacy
An appropriate qualification in IT or Computing
- Knowledge/Skills –
Appropriate knowledge of first aid
Effective use of ICT packages
Use of relevant equipment/resources
Good keyboard skills
Knowledge of relevant policies/codes of practice and awareness of relevant legislation
Ability to relate well to children and adults
Work constructively and flexibly as part of a team, understanding school roles and responsibilities and your own position within these
Ability to identify own training and development needs and co-operate with means to address these.