

## Children and Young People's Service

### (Bedale High School)

#### **JOB DESCRIPTION**

<b>POST: ICT Technician</b>	
<b>GRADE:</b> Grade E	
<b>RESPONSIBLE TO:</b> School Business Manager / HeadTeacher	
<b>STAFF MANAGED:</b> None	
<b>Post Ref No:</b>	<b>Job Family:</b> 3
<b>JOB PURPOSE:</b>	<p>To contribute to the delivery of an effective ICT on-site support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines</p> <p>Responsible for maintenance of ICT software, hardware and related equipment and for the resolution of identified technical problems, as well as providing support to staff and pupils to ensure administration and learning outcomes are maximised</p>
<b>JOB CONTEXT:</b>	<p>Expected to work on-site across the school to solve problems to ensure the continuity of reliable ICT equipment and services. Due to nature of the job, the post holder may be required to lift ICT equipment and work in restricted work areas.</p> <p>This school is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment at the School. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced Disclosure and Barring Service criminal records check for work with children.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English.</p>
<b>ACCOUNTABILITIES / MAIN RESPONSIBILITIES</b>	
<b>Operational Issues</b>	<ul style="list-style-type: none"><li>• Contribute to the effective performance and service provision of ICT services within the school to minimise disruption</li><li>• Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements</li><li>• To diagnose and assist in resolving network, software and hardware faults (including peripherals), and perform maintenance repairs and upgrades</li><li>• Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required</li><li>• Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting</li></ul>

	<ul style="list-style-type: none"> <li>• Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria</li> <li>• Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption</li> <li>• To contribute to the work of the team under supervision, in the delivery of projects and support as required including ICT security and efficient use of resource</li> <li>• To maintain an awareness of ICT developments</li> <li>• Support teaching staff and pupils in technical aspects of ICT</li> <li>• Assist in the maintenance of the ICT network</li> <li>• Maintain computer files by backing up, archiving and deleting information as appropriate</li> <li>• Restore work that has been deleted from back up</li> </ul>
<b>Communications</b>	<ul style="list-style-type: none"> <li>• Communicate effectively with all staff, contractors and children, young people, families and carers</li> <li>• Liaise with all areas of the school and outside organisations</li> <li>• Interact with children in ways that support the development of their ability to think and learn.</li> <li>• Communicate with staff and pupils as part of ICT technical support to solve issues and provide ICT related information and assistance</li> <li>• Provides basic ICT training</li> </ul>
<b>Resource management</b>	<ul style="list-style-type: none"> <li>• Responsible for installing, testing and maintenance of computer hardware and software</li> <li>• Order and maintain stock of ICT supplies</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• BHS is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment at the School. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced Disclosure and Barring Service criminal records check for work with children</li> </ul>
<b>Systems and Information</b>	<ul style="list-style-type: none"> <li>• Share information appropriately</li> <li>• Attend staff meetings and training days</li> <li>• Maintain a comprehensive database of all support requests and allocate jobs as appropriate</li> <li>• Assist in maintaining a database of all ICT equipment</li> <li>• Set up and maintain user e-mail accounts</li> <li>• Keep up to date with ICT developments</li> </ul>
<b>Data Protection</b>	<ul style="list-style-type: none"> <li>• To comply with the County Council's policies and supporting documentation in relation to Information Governance this includes Data Protection, Information Security and Confidentiality.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Be aware of and implement your health and safety responsibilities as an employee and where appropriate any</li> </ul>

	<p>additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.</p> <ul style="list-style-type: none"> <li>• To work with colleagues and others to maintain health, safety and welfare within the working environment.</li> </ul>
<b>Equalities</b>	<ul style="list-style-type: none"> <li>• We aim to make sure that services are provided fairly to all sections of our community, and that all our existing and future employees have equal opportunities.</li> <li>• Within own area of responsibility work in accordance with the aims of the Equality Policy Statement</li> </ul>
<b>Flexibility</b>	<ul style="list-style-type: none"> <li>• North Yorkshire County Council provides front line services, which recognises the need to respond flexibly to changing demands and circumstances. Whilst this job outline provides a summary of the post, this may need to be adapted or adjusted to meet changing circumstances. Such changes would be commensurate with the grading of the post and would be subject to consultation. All staff are required to comply with County Council Policies and Procedures.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• The County Council requires a commitment to equity of access and outcomes, this will include due regard to equality, diversity, dignity, respect and human rights and working with others to keep vulnerable people safe from abuse and mistreatment.</li> <li>• The County Council requires that staff offer the best level of service to their customers and behave in a way that gives them confidence. Customers will be treated as individuals, with respect for their diversity, culture and values.</li> </ul>
Date of Issue:	October 2020



## PERSON SPECIFICATION

### JOB TITLE: ICT Technician

<b>Essential upon appointment</b>	<b>Desirable on appointment</b>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Good literacy and numeracy skills</li> <li>• Up to date technical knowledge of ICT, equipment, hardware and software applications</li> <li>• Knowledge of Microsoft Office Applications and other software packages</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of Educational issues</li> <li>• Up to date knowledge of developments within ICT</li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of using a range of ICT systems and solving a range of ICT related problems</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate experience of working in a school department relevant to subject area</li> </ul>
<p><b>Occupational Skills</b></p> <ul style="list-style-type: none"> <li>• Good time management skills and ability to work under pressure and meet deadlines</li> <li>• Ability to work successfully in a team</li> <li>• Self-motivated to complete required duties.</li> <li>• Confidentiality</li> <li>• Good written and verbal communication skills: able to communicate effectively and clearly with a range of staff, pupils and parents.</li> <li>• Demonstrable ICT skills and ability to use them as part of the learning process, or, the ability to develop the required level of ICT skills in a reasonable time frame</li> <li>• Ability to exercise initiative</li> <li>• Problem solving skills</li> </ul>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• NVQ Level 3 or equivalent in a ICT related subject</li> <li>• Level 2 Numeracy and Literacy</li> <li>• Willingness to undertake any relevant training</li> </ul>	
<p><b>Other Requirements</b></p> <ul style="list-style-type: none"> <li>• Enhanced DBS clearance</li> <li>• BHS is committed to safeguarding and promoting the welfare of our pupils and young people. We have a robust Child Protection Policy and all staff will receive training relevant to their role at induction and throughout employment at the School. We expect all staff and volunteers to share this commitment. This post is subject to a satisfactory enhanced Disclosure and Barring Service criminal records check for work with children</li> <li>• To be committed to the school's policy and ethos.</li> <li>• To be committed to Continual Professional Development.</li> </ul>	

<ul style="list-style-type: none"><li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people.</li><li>• Ability to work outside of school hours</li><li>• Able to exercise discretion &amp; judgement</li><li>• Flexibility</li><li>• The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</li></ul>	