



Job Description & Person Specification

ICT Officer

NJC Grade 5 – 6, SCP 18-27 £24,313 to £30,507

(Salary dependent upon experience)

Full-time (36.66 hrs per week), Full Year

Purpose of Post

To support effective ICT service provision across the Trust schools, providing technical and user support and guidance.

Key tasks

Support

1. Independently respond to ICT helpdesk support requests and enquiries.
2. Provide high quality ICT support for the teaching, learning and business of all schools within the Trust.
3. Install and maintain network servers, clients and cabling.
4. Using specialist skills and experience maintain ICT installations, hardware, software, peripheral devices and user equipment.
5. Be responsible for the procurement of consumables and audio-visual equipment (cartridges, bulbs, cameras, microphones etc), ensuring Trust standards are maintained for best value.
6. Detect, diagnose and resolve Server, Networking, Computer, and Peripheral device faults. Interpret diagnostic information, and prioritise and implement resolutions.
7. Be responsible for creating and deploying computer images, ensuring central set up and roll out of generic and specialist images across Trust schools.
8. Support ICT requirements for trust commercial business activities i.e. Manchester Nexus SCITT; NQT and teacher training contracts, Northern Alliance Teaching School etc.
9. Deliver a schedule of ICT maintenance activities, identifying issues and proactively sourcing solutions.
10. Support data integrity and security, maintaining user access, accounts and permissions across the Trust.
11. Detect, diagnose and resolve Server, Networking, Firewall, Computer, and Peripheral device faults. Interpret diagnostic information, prioritise resolutions.
12. Support teaching and learning activities, i.e. assemblies and presentations requiring AV as required
13. Provide guidance and assistance on ICT to users, including creating and maintaining user guides.
14. Monitor existing back up routines, internet security and protection, proposing improvements where appropriate.

Project Management

15. Lead (project manage) assigned ICT projects with support of wider team.
16. Assist in the development of specifications for refurbishment projects, and new builds, in line with the Trust ICT strategy.



Health & Safety/Safeguarding

17. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
18. Work to, and give guidance to others, on the ICT acceptable use policy and practices, including guidance on ICT issues relating to e-Safeguarding.
19. Consider the impact of changes in ICT technology and legislation in undertaking duties and recommend appropriate changes.
20. Contribute to the writing and reviewing of ICT risk assessments.
21. Proactively maintain a professional working environment, ensuring electronic and visual physical work areas are clear, clean and well organised.
22. Support the school's health, safety and welfare policy, reporting hazards and actively contributing to the security of the school, for example challenging a stranger on the premises.

Administration

23. Be responsible for maintaining an up-to-date inventory of Trust ICT / AV equipment, processing new items as required.
24. Ensure the safety and security of equipment including asset labelling.
25. Undertake a range of ICT financial processes, including purchasing, in line with agreed procedures.
26. Ensure appropriate levels of stock of ICT consumables and equipment in areas of responsibility.
27. Be responsible for the safe disposal or recycling of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
28. Run management information / reports within the service.

General

29. Undertake duties at any Trust designated location.
30. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and development of operational procedures.
31. Undertake service development in areas of responsibility in line with project management principles.
32. Proactively manage workload to ensure service standards are met, checking personal accuracy and seeking guidance where necessary from senior colleagues.
33. Understand and promote the importance of inclusion and equality and diversity for all.
34. Participate and engage with training and development opportunities, working to continually improve own performance and that of the team / school / Trust.
35. Implement and uphold the policies, procedures and codes of practice of the school / Trust.
36. Uphold and promote the values and ethos of the school / Trust.
37. Undertake any other additional duties commensurate with the grade of the post.

Responsible to:

ICT Services Manager and Deputy ICT Services Manager

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.



ICT Officer Person Specification	Essential / Desirable	Application Interview Test
Qualifications		
Current Microsoft qualification or equivalent	E	A
Good ICT Degree or equivalent experience	E	A
Experience		
Experience of assessing, diagnosing and correcting faults in ICT hardware and software	E	A/I/T
Technical experience of Microsoft server software 2008 R2 or 2012 R2	E	A/I/T
Technical experience of network implementation and troubleshooting	E	A/I/T
Technical experience of Office 365 and Outlook Administration	E	A
Technical experience of Windows Deployment Toolkit	D	A
Technical experience of backup solutions.	D	A
Experience of installing, configuring and testing computer hardware, desktop operating systems, software and peripheral equipment	E	A/T
Experience of providing ICT support in an educational setting	D	A/I
Experience of individual and team working	E	A/I
Experience of keeping accurate and up to date technical documentation	E	A
Experience of successfully undertaking ICT projects	E	A/I/T
VMware technologies qualification or equivalent experience	D	A
Skills and Abilities		
Initiative to work proactively and manage own workload without direct supervision prioritising tasks and responding to unexpected problems	E	A/I
Excellent written and verbal communication skills and the ability to share ICT information	E	A/I/T
Excellent customer service and interpersonal skills with a positive, 'can-do' approach	E	I/T
The ability to work to high standards under pressure	E	I/T
Analytical skills to investigate problems and information, draw conclusions and make recommendations for action	E	I/T
Organisation skills to manage own workload	E	A/I/T
Knowledge		
Up-to-date with developments within ICT	E	A/I
Understanding of data protection, confidentiality and ICT security issues in a school environment.	E	A
Understanding of the wider safeguarding agenda working with children and young people	E	I
Work circumstances		
Able to work flexibly, according to the needs of the school including some evening attendance	E	A/I
Full driving license, daily access to a car and business use insurance	E	A



The Blue Coat School

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