



Brighton & Hove

JOB DESCRIPTION

JOB TITLE: ICT Technician - Role G

SECTION: Schools

Please note; *this is a Generic Job Description. It describes the level of responsibility that you will be required to undertake. Within this role you will be required to carry out the majority of the tasks listed, and your line manager will advise you of those that are not applicable. Each school is organised differently and the range of duties carried out at each level may be different in each school. Some jobs may carry out a diverse range of duties whilst others may be engaged on a narrower range of tasks. The following role profiles give examples of the types of work that may be carried out at each level. The list is not exhaustive and is intended to give an indication to help schools assimilate jobs to the appropriate level.*

PURPOSE OF JOB

To take overall responsibility for the management and development of the network infrastructure within a secondary school or college **with a larger, more complex and/or multi-site ICT department/infrastructure**, ensuring the safe and reliable running of all ICT systems, in order to maintain a high quality service for staff and students.

PRINCIPAL ACCOUNTABILITIES

Strategy & Planning

- **Work with the school management team** on ICT strategic planning and take **overall** responsibility for the management and development of the infrastructure of the school's ICT network, liaising with key staff to ensure that ICT services meet curriculum and office needs.
- **Investigate and support the development and implementation of ICT in the national curriculum**, including E-learning.
- **Have an overall view of the capabilities** of the school's ICT services and **contribute to continuous improvement to meet future needs to ensure competent and forward thinking management of ICT.**

- **Keep abreast of new technological developments in ICT and present proposals with recommendations to senior management which would benefit the school.**
- **Plan for major developments of the ICT service and project manage their implementation.**

Budget & Line Management

- **Develop ICT financial management processes with reference to school and LEA/LA procedures.**
- **In conjunction with senior management within the school, contribute to the ICT budget planning process to ensure most effective and efficient use of available funds.**
- Provide advice to staff on appropriate hardware and software purchases to ensure that available budget is used effectively and efficiently.
- Liaise with appropriate staff to order equipment and software, deal with suppliers regarding ICT related business, including leading the tendering process for ICT related products; and to manage the central ICT equipment budget economically.
- Line manage and take responsibility for the work of the ICT support staff to ensure they carry out their duties effectively and receive adequate support, guidance and training in order to provide a high quality ICT support service.

Desktop & Applications Support / Server & Network Support / Configuration & Installation

- Investigate and support the implementation of ICT in the curriculum, including E-learning.
- Manage the installation, configuration, maintenance and upgrading of the school's networked systems, software and applications and CD-ROMs.
- Manage user accounts, servers, workstations, routers, switches; diagnose faults and problems and carry out remedial action, including repair of servers, liaising with suppliers and their technical teams when required, in order to maintain an effective service on the school site.
- Provide school/college network support for SIMS/FMS and manage the installation, upgrade and configuration of SIMS/FMS software on the school/college site, providing technical support to key SIMS users as required.
- Perform **advanced** diagnostic procedures on hardware, peripherals and applications as required.

- Ensure safe and reliable running of the ICT infrastructure in order that the integrity and security of the network is maintained at all times, including ensuring that a full disaster recovery programme is in place.
- Manage all systems of electronic communication and access for students and staff on the school networks, ensuring security of files and appropriate access to systems.
- To be the key contact with Brighton & Hove City Council Network Management when network service is disrupted/during upgrades to minimise disruption to users.
- To be the main point of reference for day-to-day eventualities and to manage the response system to deal with network queries and problems in order to limit user frustration by ensuring that queries are dealt with promptly.
- Support staff and students in the use of ICT equipment and peripherals, answering queries and demonstrating correct usage of specific programmes/systems, in order to ensure that all users can access relevant services/equipment.
- **Take a lead role in the development of student coursework data monitoring and storage to enable students to present examination coursework for submission to the examination boards based on Nationally agreed exam criteria; implement and prepare computer workstation based exams (QCA and Edexcel groups) within the school/college.**

Health & Safety and other Policies

- Comply with and assist with the development of policies and procedures relating to health, safety and security, confidentiality and data protection, investigating issues and making recommendations for change to senior school management.
- **Responsible for maintaining the school's overall compliance with the Data Protection and Freedom of Information Acts, ensuring that the school is acting responsibly and legally with respect to copyright, computer misuse and data protection and acting in an advisory capacity as a point of reference for staff on enquiries relating to the release of information.**

Miscellaneous

- Participate in training and other learning activities and performance development as required.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a

term of your employment you may be required to *undertake* various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

Post Holder Name.....

Post Holder Signature.....

Date.....

Blatchington Mill School is committed to safeguarding our students, we expect all staff and volunteers to support this commitment.

BRIGHTON & HOVE CITY COUNCIL

PERSON SPECIFICATION

Post Title: ICT Technician – Role G

Department: Children and Young People's Trust

Section: Schools

Essential Criteria

Job Related Education, Qualifications and Knowledge	• ITQ level 4, Microsoft Certification IT Professional level 4 or equivalent qualification or experience in an ICT related discipline. • A sound general ICT background with knowledge of industry standard desktop application software (such as MS Office) and hardware. • Extensive practical knowledge of the relevant Windows operating systems • Extensive knowledge of Windows 2000/2003 File Server Networks. • Excellent knowledge of ICT initiatives and developments in schools/colleges. • Aware of the role of LEA/LA, DfES and National Strategies in relation to ICT. • Aware of different levels of National Curriculum ICT and implications for infrastructure, e.g. consider the implications on server load of all PCs within the school logging in at the same time. • Understand how the overall technical requirements of the school should support the use of IT in the curriculum and management of the school. • Knowledge of how E-learning can support the implementation of the national curriculum in schools. • Full working knowledge and understanding of the range of relevant policies / codes of practice and awareness of relevant legislation, including those relating to compliance with the Data Protection and Freedom of Information Acts. • Knowledge of budget planning and management
Experience	An expert user with extensive demonstrable experience to have included: • planning, managing, installing, configuring, upgrading and maintaining hardware and software and troubleshooting in a networked environment. • working in an office environment at a management level.

	• working in a senior role in a busy IT support environment and providing desktop and network support in accordance with contracts or service level agreements. • Experience of supervising the activities of technical support staff. • Experience of the full budget planning cycle within a school environment.
Skills and Abilities	• Specialist networking skills relating to managing active equipment, including wireless technology. • Able to lead major ICT improvement projects. • Able to apply an innovative approach to problem solving across the range of hardware, software and systems in use within the school. • Able to repair the full range of workstations and servers in use within the school/college. • Able to keep abreast with technological changes and provide technical advice about improvements that would benefit the school/college. • Able to relate well to children and adults, with excellent interpersonal and communication skills, e.g. to make presentations to senior staff and Governors, e.g. on a proposed ICT development. • Able to provide advice and guidance to senior staff / Head Teacher / Governors on technical and specialist information and influence school policy on such matters. • Able to document systems and procedures, e.g. produce a staff handbook for ICT support team. • Able to manage an allocated budget. • Able to persuade, negotiate with and influence others, e.g. suppliers of goods and services. • Some need to use analytical, judgmental, creative and developmental skills, e.g. when assessing the impact of the introduction of new technology to the school, when designing and setting up appropriate systems. • Able to undertake short-term planning, e.g. managing own workload, overseeing the work of others, ensuring deadlines are met. • Able to undertake medium term planning, e.g. for recruitment and selection. • Able to contribute to long term planning, e.g. in the area of budget distribution and planning for major ICT developments. • Able to identify future ICT needs, problems and implications and adopt a proactive approach to the introduction of new technology • Able to persuade, influence and motivate own staff.

	• Able to manage a team effectively. • Able to work constructively as part of a team and to understand school roles and responsibilities and own position within these. • Able to lift and handle ICT equipment.
Equalities	• To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council's Equalities Policy.