

Salary:	NJC Pay Scale Grade D
Responsible to:	FCAT Data and IT Lead
Date of Job Description:	May 2022

Purpose of the Role:

To contribute to the delivery of an effective IT service that supports the use of ICT within the school environment through maintenance of ICT software, hardware and related equipment, and providing first level support to staff and pupils with IT issues to ensure administration and learning outcomes are maximised.

Main Tasks and Responsibilities

Key Duties

- Contribute to the delivery of an effective IT service that supports the use of ICT within the school.
- Provide excellent customer service to staff and pupils to help resolve IT issues, escalating any issues which cannot be resolved at first level to the Trust Network Manager or FCAT Data and IT Lead.
- Resolve hardware and software technical issues.
- Support teaching staff and pupils in technical aspects of ICT.
- Be responsible for the installation and maintenance of all computer hardware and software.
- Regular communications with pupils, teachers and other staff, normally on commonly occurring ICT issues, explaining how to use software or ICT accounts.
- Maintain network infrastructure.
- Setup, maintain and manage mobile devices including Chromebooks and iPads.
- Maintain and update web content filtering measures.

- Support adherence to ICT policies, including those relating to safeguarding and internet usage and report any concerns.
- Responsible for ensuring data on the network is current and backed up as appropriate and out of date data is archived.
- Maintain a comprehensive database of all support requests and allocate jobs to appropriate staff.
- Required to move and install equipment.
- Install, repair and replace ICT infrastructure including cabling, switches and switch cabinets.
- Responsible for creating and managing all network accounts, ensuring correct access rights as determined by policies and audit as required.
- Ordering, purchase and storage of ICT equipment in accordance to financial procedures as authorised by the Headteacher and in discussion with the FCAT Data and IT Lead where appropriate.
- Maintain and update significant IT systems.
- Conduct regular ICT Audits of all ICT Equipment using implemented procedures.

General Duties:

- To act in accordance with FCAT's policies and procedures.
- To act as a role model and work in accordance with the Trust values: pride, ambition, respect, resilience, integrity and excellence.
- To encourage and promote non-discriminatory behaviour and ensure equality and diversity is sustained within FCAT and our academies.
- To ensure compliance with the General Data Protection Regulations and maintain confidentiality in your working practices each day. To ensure compliance with FCAT's Health and Safety Policy at all times.
- To adhere to FCAT's Safeguarding policy and procedures to ensure that the duty of care for all staff, including yourself to protect children and young people is maintained.
- Any other tasks and responsibilities reasonably appropriate to this post and grade.
- To attend mandatory training and participate in performance development as required.
- To work in support of the Team FCAT Work and Wellbeing Charter.

Individuals in this role may also:

1. Carry out desktop publishing procedures.
2. Supervise ICT support staff.
3. May demonstrate own duties to new or less experienced staff.
4. Support ICT Networks in other academies within the Trust.

Indicative knowledge, skills and experience

- Knowledge and experience in a range of ICT systems and software packages.
- Knowledge / skills to current National Qualifications in ICT Level 3 and / or vendor qualifications for the specific hardware / software used or equivalent experience.
- Experience in all aspects of ICT technical support.