**London Borough of Havering**

**Children, Adults & Housing Directorate**

**Benchmark Job Profile**

**Job Title:** ICT Technician

**Grade**: Grade 3 (Point 5 – 9)

**Model No:** 23

**Reports To**: Senior Leadership Team, School Business Manager,

and IT Subject Lead

**Staff Managed (if any):** None

# Job Purpose and Context

The ICT Technician provides first line support to pupils and staff for ICT systems, equipment and applications on a day-to-day basis and is responsible for basic ICT maintenance, health and safety and security. These responsibilities cover curriculum ICT and school management and administration ICT.

# Roles and Responsibilities

1. To provide first line help and support on a day-to day basis, which includes:

|  |
| --- |
| * responding to queries and requests from staff and pupils |
| * repairs, upgrades and the rectification of faults in equipment |
| * addressing systems and applications failure and malfunctions |

using the agreed systems and procedures of the school for prioritisation, recording and resolution. To refer matters requiring further help and support.

1. To install, set up, configure, test and record ICT equipment, systems and software.
2. To carry out an agreed programme of scheduled routine maintenance to equipment, systems and procedures
3. To carry out the regular ICT audit and maintain an up-to-date inventory using the agreed recording procedures of the school
4. To take appropriate action to identify, evaluate and minimise any risks to health, safety and security in the immediate working environment
5. To carry out an agreed scheduled and recorded programme of safety checks on ICT equipment and materials
6. To implement and develop common awareness of best practice health and safety procedures in the use of ICT
7. To implement agreed safety and security procedures covering:

|  |
| --- |
| * Information and data |
| * Equipment and materials |
| * Access to systems and networks |

1. To be responsible for the storage and security of ICT materials and consumables, their ordering and purchase in accordance with the financial procedures of the school and for ensuring that adequate supplies are maintained
2. To be responsible for receipt and delivery of ICT materials, equipment and consumables
3. To use ICT skills to support the administrative requirements of the post
4. To work in accordance with the values, culture, ethos, equalities and inclusion policies of the school proactively promoting anti-racist, anti-sexist and anti-discriminatory behaviours in the day-to-day operation of the job.
5. To complete school based induction and any subsequent training required to improve performance.
6. To take part in the school performance management system.

**Notes:**

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that it not specified in the job description but which is within the remit of the duties and responsibilities.
2. This is a new job description for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

**Signed ………………………….. Date ……………….**

**Signed ……………………………… Date ……………….**

**Headteacher**

**London Borough of Havering**

**Social Care & Learning** **Directorate**

ICT Technician

Benchmark Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
| Skills and Abilities | **Essential** | **Desirable** | **Assessed by** |
| Ability to organise one’s own work, to prioritise tasks and keep to deadlines | **√** |  | Application & interview |
| Ability to work independently and support the work of the team | **√** |  | Application & interview |
| Ability to be flexible and respond effectively to the ‘unexpected’ | **√** |  | Application & interview |
| Ability to communicate and interact effectively with adults and children and young people | **√** |  | Application & interview |
| Awareness of sensitive information and the need for confidentiality | **√** |  | Interview |
| The ability to use confidently most ICT hardware and operating systems | **√** |  | Application and interview |
| Displays commitment to the protection and safeguarding of children and young people | **√** |  | Application and interview |
| **Knowledge** |  |  |  |
| An understanding of specific ICT related health, safety and security issues in schools | **√** |  | Interview |
| Know how to carry out basic health and safety checks, tests and routine maintenance | **√** |  | Application and interview |
| Know how to carry out and implement the practical tasks associated with security of ICT | **√** |  | Application and interview |
| An awareness of the application of ICT to the school and national curriculum | **√** |  | Application and interview |
| Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people | **√** |  | Application and interview |
| **Qualifications and Experience** |  |  |  |
| Certification of competence in core desktop applications | **√** |  | Application |
| GCSE at level A – C in English and mathematics or equivalent |  | **√** | Application |
| Six months experience, on a voluntary or paid basis or as an intern, in an ICT support or technician function, preferably within a school setting | **√** |  | Application & interview |
| Willingness and motivation to develop own skills and work towards the relevant NVQ Level 2 | **√** |  | Application & interview |