



Job Description

Post Title: ICT/AV Technician

Reporting to: Area Team LEADER

Location: To be determined

Grade: G5

JE No:

Service Area: IT Team

Overall Purpose of the Post:

- Identify, diagnose and resolve ICT/AV related problems
- Undertake the maintenance of ICT equipment
- Support the use of ICT in the classroom
- Provide advice and support to ICT users.

All duties of this role are for all schools/academies and the Trust Office that sign into the IT Service Level Agreement (SLA)

Knowledge, skills and experience requirements for the post.

	<u>Essential</u>	<u>Desirable</u>
<u>Qualifications/ Training</u>	NVQ Level 2 or equivalent qualification or experience in relevant discipline	Support Work in Schools (SWiS) Level 2 Knowledge of SIMS software
<u>Skills/ Knowledge</u>	<p>Excellent fault finding and problem solving skills</p> <p>Relevant technical knowledge relating to ICT software, hardware and infrastructure</p> <p>Good working knowledge of relevant polices/codes of practice/legislation (e.g.Data Protection)</p> <p>Excellent communication skills</p> <p>Ability to manage own workload within parameters set by line manager</p> <p>Able to contribute to the effectiveness of the ICT team as a whole</p> <p>Ability to work on own initiative without excessive supervision</p> <p>Ability to relate well to children and adults</p>	
<u>Experience</u>	Experience of the installation, maintenance and repair of ICT equipment	

	Some experience of working with ICT systems in a large, complex organisation		
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Responsibilities and accountabilities

Technical

- Maintain and repair PCs, laptops and audio visual equipment: resolve technical problems when reported in relation to designated school /CMAT function or area
- Diagnose problems with hardware and software, suggest and implement cost effective solutions without direction
- Report issues that could affect the integrity of main school networks, systems or infrastructure
- Install new software and software up-grades
- Provide an effective & responsive ICT advice and support service to all client groups and curriculum areas within school and the CMAT (as directed)
- Plan and develop hands on training for pupils and staff outside of the classroom environment
- Ensure the Examination environment is correct i.e. check equipment the day before examinations; install and ensure required software is operational. Ensure attendance at the start of examinations in case of ICT issues; install and configure software and hardware as required.
- Demonstrate and train in the use of equipment and software to pupils and Teachers in classrooms e.g. curriculum and new technology
- Deliver and set up portable ICT/AV equipment at the request of members of staff or as directed
- Maintain interactive whiteboards and projectors to support teaching and learning in the class room; demonstrating their use as required.
- Advise and support the provision of physical security measures to safeguard all types of ICT equipment in school
- Install ICT/AV infrastructure as directed by the Area Team Leader/IT Manager
- Encourage an awareness of Data Protection requirements throughout

the school/academy/trust

- Ensure that all ICT equipment is installed and operated safely, any equipment that is deemed to be unsafe being removed from use
- To be pro-active in ensuring that all ICT equipment is protected from damage and misuse and to be vigilant in spotting unsafe or dangerous equipment
- Place orders and accept and record ICT equipment and materials for use in school as directed ensuring the equipment is fit for purpose before payment is made. This includes laptops, PC's and other AV equipment.
- Set up new equipment when received for use in school and instruct and train users where necessary ensuring that users are capable of using the equipment. Produce 'help' documentation for Teachers that is understandable and User friendly.
- Support the setting up and use of mobile lap top trolleys for use in the class room; demonstration and training as required such as storage and charging procedures. Produce documentation for teaching staff in the use of lap top trolleys.
- Research equipment details and make recommendations regarding the purchase of equipment to SLT, Teachers and other school users regarding the best equipment and software to purchase.
- Provide information that will allow the up-dating of the ICT inventory
- To work individually and independently as well as part of a team.
- To communicate with senior staff ie – Business Managers, Trust staff, Headteachers and Governors.
- To work quickly and efficiently in limited time available.

Organisation

- Assist with the implementation of ICT training to include SLT, Teachers, Pupils and Parents; such as Accelerated Reader In English ensuring detailed knowledge of the software before demonstration.
- Provide support for feeder primary schools regarding Hardware and Software requirements and capabilities including assistance with

the installation. This includes, supporting Year six children in their introduction to Language IT suites.

- Attend support staff/other appropriate meetings as required
- Contribute to and be supportive of the Catholic ethos of the school and others in BKCAT
- Other duties commensurate with the grade of the post as directed by the Area Team Leader/IT Manager

Responsibilities for resources

People: None

Budgets: No direct budget but advisory role in purchasing complex ICT equipment.

Physical Resources: The post holder will ensure that ICT equipment within designated area of responsibility is functional in support of teaching & learning during term time.

Maintenance of whole school and BKCAT (as directed) ICT resources include: laptops ; Desktop PCs & MACS ; AV equipment (incl. projectors, sound systems and lighting); interactive whiteboards; servers & all network infrastructure

Characteristics of the post:

The post holder may be required to attend events outside normal school hours as directed by the IT Manager/Area Team Leader.

From time to time, there may be a need to work at heights for which relevant training will be given

All employees are required to participate in training activities in order to enhance their own personal development.

All employees of the Trust have a responsibility for promoting and safeguarding the welfare of children and young people.

It is a requirement of this post that the postholder may be required to support any of the schools/academies within the Trust and the Trust Offices

The employment checks required of this post are:

- **Evidence of entitlement to work in the UK**
- **Evidence of essential qualifications**
- **Satisfactory references**
- **Evidence of a satisfactory safeguarding check e.g. An Enhanced CRB Disclosure**
- **A List 99 check**
- **Confirmation of medical fitness for employment**

Date reviewed: April 2018