St. John Bosco College

Job Profile: IT Technician

Purpose: To assist with the provision of IT support for all staff and students within the school, ensuring that the school effectively & efficiently meets its responsibilities with regard to both curriculum and administration.

Salary: NJC Grade 3, Spinal Point 5

Responsible to: Network Manager

Person Specification
- Commitment to supporting the distinctive nature of a Catholic school
- Relevant professional qualifications
- Good levels of literacy and numeracy
- Competence with ICT packages generally used in the classroom
- Recent and relevant professional development
- Willingness to further develop professional skill
- Ability to manage resources efficiently
- High level of initiative
- Working knowledge of networks, wireless networks, Apple Macs, servers, hardware and associated
  operating systems
- Highly developed problem-solving skills
- Practical abilities in undertaking repairs and solving practical problems
- Demonstrable commitment to ensuring equipment reliability
- Commitment to prioritising the maintenance of resources that support learning
- Understanding of the impact of Health and Safety and Data Protection legislation in the context of ICT
- Good understanding and compliance with Child Protection procedures
- Compliance with procedures and legislation relating to confidentiality
- Genuine enjoyment of working with young people
- Excellent communication, interpersonal and organisational skills
- Commitment to working as a team player
- Commitment to supporting and promoting the extra-curricular life of the school
- Boundless enthusiasm and a positive outlook
- Capacity to work very hard under pressure
- Personal integrity and the drive to do what is best for the students
- Commitment to ensuring that St. John Bosco College becomes the best school in the country

Main Duties and Responsibilities
Equipment support
- Investigate, diagnose and provide first line support for all IT-related incidents, under the guidance of the Network Manager
- Check, set up and install new IT equipment

- Ensure IT equipment (including PCs, data projectors, interactive whiteboards, digital cameras etc) is suitable for the needs of staff and student users, offering support and training when required
- Undertake the regular maintenance of computer hardware (subject to equipment warranty and within level of competence) on a regular basis to ensure a high standard of reliability and security
- Liaise with users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software
- Repair & replace equipment as necessary

Administration
- Ensure the security marking and recording of all new hardware, and maintain inventories of all equipment in the school
- Maintain stocks of computer consumables and re-order when required
- Be aware of school's licenses and when they need updating
- Maintain an up-to-date awareness of new ICT products and services and ensure that information is shared within the school

Support for Staff
- Liaise with staff face-to-face, through the Helpdesk, and via email, to support the efficient & effective use of ICT in the school
- Assist in the provision of technical and networking support to staff during the school day and after school when required
- Support teaching staff in the use of ICT based activities, providing assistance to groups of pupils in the use of ICT- this may include delivery sessions to whole class/groups of pupils under the overall direction of the teacher
- Set up network accounts for new users when required; maintain & update existing user accounts; create and maintain users' email accounts

Software
- Install and configure new software and software updates, documenting all changes
- Keep abreast of software developments, evaluate new software and make recommendations on future purchases
- Operate and tailor software to meet the needs of the school
- Troubleshoot software problems, including compatibility across different OS versions
- Install network software as well as stand-alone software, liaise with support staff to ensure smooth integration onto all PCs, including laptops, for use by students and staff

Internet
- Assist with the development and maintenance of the various school websites
- Support staff and pupils in the use of the internet
- Monitor network security, privacy and virus software updates
- Monitor & update filtering system to prevent access of unsuitable websites by students
- Train staff in the use of website

Primaries/Business Ventures
- Liaise with primary schools and businesses that are under contract with SJBC
- Keep customers up to date with current information on services
- Keep customers services up to date and of a high quality
- Produce regular reports relating to business activity and progress

Other

- Supervise projects and contractors with direction from the Network Manager

Policies

- Ensure compliance with school & LEA policies and procedures, and keep abreast of current legislation regarding data protection & the safeguarding of children