

Job Description

ICT Support Services Technician



The Regis School
The best in everyone™
Part of United Learning

SALARY RANGE: £18,000 per annum
REPORTING TO: Business Manager /ICT Support Services Manager
HOURS: Full time, 37.5 hours per week

PURPOSE:

To support staff and students in a wide range of ICT services across the School.

GENERAL DUTIES AND RESPONSIBILITIES:

1. Under direction of ICT Support Services Manager, implement new systems, monitor, Manage and assess network efficiency
2. Produce, configure, install and test new hardware and software systems
3. Monitor, diagnose and repair breakdown of hardware and software
4. Assess breakdown of equipment and if necessary escalate to service level agreement and warranty
5. Ensure security, licensing and data protection policies are implemented
6. Back up, validate and restore systems and data
7. In consultation with ICT Support Services Manager test new systems and make recommendations to Senior Management
8. Provide first level help desk to users
9. Provide technical advice to senior management and teachers
10. Provide assistance and advice to teachers to facilitate the effective use of ICT in the classroom including provision of classroom support where necessary.
11. Install and test new peripherals.
12. Follow manufacturer's instructions to support the use of hardware, such as installing drivers.
13. Perform basic PC hardware repairs and upgrades.
14. Diagnose and resolve basic PC, printer, peripheral and software faults.
15. Install complete applications and set software options, such as default directory. Carry out any required maintenance of applications. (e.g. install service packs.)
16. Install and maintain standard network cabling.

17. Perform basic diagnostic and recovery routines on network equipment.
18. Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server.
19. Implement disk space and printer quota policies.
20. Follow instructions to maintain user accounts and permissions.
21. Ensure basic safety checks are carried out and escalate problems as required.
22. Follow relevant Health and Safety procedures and raise awareness among staff, pupils and other users.
23. Showing evidence of being an advanced computer user.
24. Attend relevant courses and use other means, such as reading online forums, to improve ICT skills.
25. Advise and train individual staff and pupils.
26. Contact suppliers.
27. Produce detailed help sheets and other documentation.
28. Read and understand school policy documents, schemes of work and curriculum plans.

Notes:

- The above responsibilities are subject to the general duties contained in the statement of Conditions of Employment
- This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent in carrying them out and no part of it may be so construed.
- This job description is not necessarily a comprehensive definition of the post. It may be amended at any time, following consultation between the Principal/Head of Faculty, and will be reviewed annually
- Every member of staff has a responsibility to safeguard and promote the welfare of students