HARDENHUISH SCHOOL

"A High Performing Academy"

Job Description & Person Specification

Job title	ICT Support Technician
Hours of work	37 hours per week all year
	8am to 4.30pm Monday to Thursday and 8am to 4.00pm Friday
Holiday entitlement	25 days per year (includes 3 statutory days for Christmas)
Employment status	Full-time and fixed term until 31 August 2021
Grade	Grade E, spinal points 6 to 8
Annual salary	£19,698 to £20,493 per annum

Safeguarding children, young people and vulnerable adults
Hardenhuish School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Job Purpose
To provide technical support to members of the Hardenhuish community, assist in the service and maintenance of ICT systems and equipment, to help perform equipment upgrades and maintain an accurate asset inventory.

Responsible to
ICT Support Manager
Business Manager who has overall responsibility for all support staff

Responsible for
Providing technical support to staff and pupils and helping to install and maintain ICT equipment.

Contacts
The post holder will work within the ICT support team and will have day to day contact with staff and pupils across the campus.

Key Tasks
- Record, prioritise, respond to and resolve issues and requests from staff, students, parents, and governors via email and phone support
- Produce and maintain ICT service records, user guides and other relevant documentation
- Support staff in using software to enable them to work effectively and efficiently
- Administer on-premises and cloud user accounts and groups
- Maintain an accurate record of inventories for all software and hardware
- Install, maintain and repair ICT hardware and software
- Test, maintain and configure wired and wireless network hardware and software
- Develop skills and knowledge via training from other team members in order to better support the school and be effective within this technical role
- Support students with special educational needs in setting up personal devices within school software

Other Duties
ICT support staff may be called upon to work occasional evenings, which will be negotiated in conjunction with the postholder and taking into account the needs of the School's published calendar of events. On these occasions, employees will be expected to time shift accordingly. This job description is intended as a guide to the general duties required of the post. The postholder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service
The nature of the work requires that the postholder has undergone checks by the Disclosure and Barring Service and has enhanced clearance.

Equal Opportunities
All employees have a responsibility to understand and abide by the obligations laid down in the School's equal opportunities policies.

Health and Safety
All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff are required to adhere to all health and safety regulations, guidance and procedures.

Data Protection
All employees of the School are expected to conform to Data Protection legislation and only divulge confidential information of any sort, in relation to the School's business, to authorised third parties, in accordance with the School's Data Protection Policy, Freedom of Information Policy and Security of Information Policy, all of which are available on the School's website and will be issued to you in September. All staff are required to read these policies annually and to adhere to them.

Please note: This position is for 37 hours per week, Monday to Thursday 8am to 4.30pm, 8am to 4pm on a Friday, and will be worked all year round. Occasional evening working may be required to support events.

The closing date: 8.30am on Wednesday 13 January 2021
The interviews: Will be held shortly after the closing date

HARDENHUISH SCHOOL
"A High Performing Specialist Academy"

Person Specification

Qualifications	Essential	Desirable
At least 5 GCSEs or equivalent at C grade or above to include English and Maths	●	
Higher level qualifications, e.g. A Levels, degree		●
Other ICT related qualifications		●
Experience	**Essential**	**Desirable**
Experience of working with a variety of software and hardware	●	
Experience of working with a range of educational ICT applications	●	
Background/knowledge of Windows and other operating systems, including iOS, OSX and Linux	●	
Experience in at least one primary or secondary school		●
Personal Qualities	**Essential**	**Desirable**
A keen eye and attention to detail with logical problem solving skills	●	
Clear understanding of and respect for confidentiality	●	
Ability to work under pressure, prioritise and meet deadlines	●	
Ability to work on own initiative as well as part of a team	●	
To have a flexible attitude to ad hoc tasks	●	
Proven organisational skills	●	
A friendly disposition and good sense of humour	●	
Ability to liaise effectively at all levels	●	
Excellent communication skills	●	
Flexible and open minded	●	
Positive attitude to personal development and continuous professional development	●	
Smart appearance	●	