



**HALL GREEN SCHOOL  
JOB DESCRIPTION  
POST: ICT TECHNICIAN**

Post Title	ICT Technician
Purpose	To assist the ICT Network Manager in ensuring the smooth running of ICT in the school
Reporting to	ICT Network Manager
Core tasks and responsibilities	
<ul style="list-style-type: none"> <li>• To provide a range of technical and general ICT support to staff and students within the school</li> <li>• To accurately record, update and document requests for ICT support using the IT service desk system</li> <li>• Detect, diagnose and resolve PC, printer, peripheral and software errors</li> <li>• Perform routine checks on PCs and ICT suites, ensuring maintenance and general housekeeping tasks are completed regularly</li> <li>• Provide support and assistance in the set up and operation of audio/visual/multimedia equipment</li> <li>• To set up the school hall for assemblies and meetings</li> <li>• To set up and maintain user accounts</li> <li>• Assist the Network Manager in maintaining an inventory of computer hardware</li> <li>• Produce and maintain documentation and training materials for the school knowledge base</li> <li>• Provide training to staff on new systems and processes</li> <li>• Managing printers – usage, stock control and replacing toners/cartridges</li> <li>• Maintain the school website and ensure information is accurate and up to date</li> <li>• Maintain VOIP systems and printer management</li> <li>• Maintain and manage the distribution of student and staff laptops. Ensure users are able to access resources when working from home as part of remote learning. These include but are not limited to use of VPN to access network drives and SIMS.</li> </ul>	
Generic responsibilities of all Hall Green School Staff	<ul style="list-style-type: none"> <li>• To work consistently to uphold the school’s mission statement.</li> <li>• To follow all school policies.</li> <li>• To work in a cooperative and polite manner with staff and all other Stakeholders.</li> <li>• To work with students in a courteous, positive, caring and responsible manner at all times.</li> <li>• To follow child protection measures and in so doing ensure that pupil’s safety and wellbeing is never compromised.</li> <li>• To take an active part in the school’s commitment to the development of staff and the appraisal procedure.</li> <li>• To work with visitors to school in a way that upholds the school’s reputation.</li> <li>• To seek to improve the quality of the service the school provides.</li> <li>• To present oneself in a professional way that is consistent with the values and expectations of the school.</li> <li>• To carry out, in good grace, any other duty deemed reasonable by the Headteacher.</li> </ul>
<p>The post holder will be subject to appraisal objectives which will be agreed and reviewed annually. The post holder is expected to carry out such other duties as may reasonably be assigned by the Headteacher.</p> <p>The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.</p>	