

Job Description

Job Title:	ICT Lead Technician
Reports to:	ICT Manager
Scale Range:	Scale 5 pt 22 - Scale 6 pt 26, depending on experience
<p>Role Summary</p> <p>The role holder will be the lead ICT contact at the school where they are working, responsible for the provision of a first-class ICT support service which enables teaching staff to deliver a curriculum which secures excellent outcomes for all students and allows the Trust's support teams to deliver first class services to all its stakeholders.</p>	
<p>Key Job Outcomes</p> <p>Network, Hardware and Software Monitor and maintain the school's networks, hardware and software; troubleshooting and repairing issues in a timely manner to ensure downtime is kept to an absolute minimum.</p> <p>Helpdesk Be responsible for the distribution of work across the team, monitoring the helpdesk to ensure tickets are assigned, resolved and closed within acceptable and where relevant, agreed timescales.</p> <p>Maintenance and Administration Ensure all regulatory and regular maintenance and administrative processes are carried out to the correct specification, procedures and in accordance with agreed schedules.</p> <p>Supervision and Performance Development Be responsible for the daily supervision of ICT staff, including coaching, support, monitoring standards of work, timekeeping and absence, reporting regularly to the ICT Manager. Support the ICT Manager with the Performance Management Cycle for ICT Technicians and Apprentice ICT Technicians. This may include the setting of SMART objectives and conducting review meetings.</p> <p>Projects / Research Support the ICT Manager by undertaking key projects and research which support ICT requirements in our schools and the MAT as a whole.</p> <p>Adoption and monitoring of policies - Ensure compliance with and adherence to the requirements detailed in the MAT's ICT policies.</p>	

The Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment

Primary Schools Under the direction of the ICT Manager, and when required, provide ICT support, to feeder Primary Schools in accordance with contract terms. Where necessary, meet with key staff at Primary Schools to discuss complex ICT issues / scope of works.

Qualifications and Experience

- Educated to GCSE level or equivalent, including Maths and English
- Highly motivated with the ability to work independently and effectively
- Excellent communication and people skills
- Excellent attention to detail
- Ability to use own initiative and respond to changes proactively and positively
- High level of confidentiality required at all times
- Tactful and diplomatic when dealing with sensitive matters

General Accountabilities

- Adhere to the standards detailed in the document ICT Services Department Standards
- Be responsible for own safety and not endanger that of colleagues/visitors to the workplace.
- Work in compliance with the Codes of Conduct, Regulations and policies of Parkside Federation Academies, and its commitment to equal opportunities and safeguarding.
- Ensure that quality of work is of a high standard and complies with current legislation / standards.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description. This may include working at schools other than your normal place of work. There may also be the occasional requirement for evening / weekend work to support school / MAT events.

This job description will be reviewed and updated periodically in order to ensure that it relates to the job performed or to incorporate any proposed changes. This procedure will be conducted by the line manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to the job description following consultation.

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