Reviewed February 2018

ST. DAMIAN'S RC SCIENCE COLLEGE

Job Description and Person Specification
Senior ICT Network Technician

Post Title	**Senior ICT Network Technician**
Core Purpose	To be responsible for undertaking the implementation, maintenance and upkeep of school ICT systems and software. Contribute to the planning and development of the school ICT support service with the direction of the ICT Service Director. To provide high quality service in relation to service requests and incidents in line with the agreed processes. Support the drive towards self-service across the college with the aim of improving the quality of teaching and learning through the identification and implementation of ICT
Line Managed by	ICT Service Director
Line Management Responsibility	none
Working Time	Full time; 36 hours per week, full year
Salary/Grade	Grade F

PRINCIPAL RESPONSIBILITIES:

1. Contribute to the management of the school's ICT support service including development, installation and maintenance of systems and resources, and be actively involved in the problem management processes.

2. Contribute to the development of related school policies, procedures and practices in accordance with legislation and school Ofsted recommendations.

3. Assist the ICT Service Director in ensuring that legislative requirements and corporate standards relating to ICT are adhered to e.g. Data Protection, system security, software/hardware standards, Health and Safety.

4. Provide technical advice and guidance on ICT issues to the staff and the senior leadership team as required.

5. Contribute to and adhere to standards and procedures which underpin the services provided by ICT Services and contribute to the College Improvement Plan carrying out agreed actions.

6. Assist the ICT Service Director in researching, planning and implementing improvements and developments in technology.

7. Ensure appropriate software and hardware systems support curriculum, examination and school requirements, recommending improvements as necessary.

8. Install and remove software and monitor its use, capacity and security ensuring upgrades and backups are deployed as required.

9. To carry out installation of PCs, laptops, software and other peripherals to specified standards.

10. Perform installations/upgrades to hardware, operating systems and other client applications as agreed. Ensuring that ICT hardware and software across the school is functional and ready for use in accordance with curriculum requirements.

11. To contribute to data transfer processes including establishing protocols, standards and validation procedures within system management/application support & MIS for Schools

12. Ensure appropriate use of school systems, identifying and reporting any breaches as necessary. Also, contribute to and adhere to standards and procedures which underpin the services provided by ICT Services

13. Undertake minor technical repairs and arrange, when necessary, for external contractors to undertake maintenance work.

14. Provide technical problem solving on hardware and software issues.

15. Assist staff to develop, review and enhance their use of ICT. Includes researching supported systems/hardware and their functionality and recommending potential areas for implementation/development to the ICT Service Director and advise and guide staff and pupils on ICT issues to support their learning.

16. Manage personal workloads prioritising as appropriate to ensure the college receives a high-quality service.

17. Ensure that all activity is accurately reflected on service desk calls.

18. Mentor and support trainees in their own roles.

19. Lead on the development of the school website and e-learning systems enabling and supporting access from within school and remotely.

20. Procure hardware, software and related equipment and supplies for the ICT support service. This involves contributing to project work as required in order to achieve goals and objectives of agreed projects.

21. Liaise with contractors and external technical support providers as required.

22. Monitor the use of ICT supplies and replenish stocks as necessary.

23. Responsible for the maintenance of all necessary records, ICT departmental policies and procedures including inventories and disposal of equipment.

24. Oversee and manage the installation, provision and maintenance of ICT equipment.

25. Work closely with staff to understand their training needs and co-ordinate the delivery of training in line with agreed processes and service offerings. This includes the design/sourcing of materials and delivery of courses either in person or online. Also, deliver training and support to staff and pupils in the use of software and hardware.

26. To carry out such duties which reasonably correspond with the general character of the post and are commensurate with its level of responsibility.

27. Analyse ICT information and data and produce reports for the school leadership team

28. Promote effective use of ICT communication systems both within and outside the school environment

29. Keep abreast of new technologies and their potential for introduction to the operational environment where there is a clearly defined business requirement.

Welfare

- To provide Assist with the supervision of pupils out of lesson times, including before and after school, break time and at lunchtime.
- To provide First Aid and care & welfare of all pupils (holder of First Aid at Work)
- Act as one of the fire marshals. Training will be provided

General

- To carry out additional duties commensurate with the grade of the job as defined by the Headteacher.
- Take part in performance management procedures and participate in training and development activities as required.
- To comply with policies and procedures relating to child protection, health, safety, welfare, security, confidentiality and data protection, reporting any concerns to the appropriate
- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.
- Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.
- This job description is current at the date shown, but, in consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job commensurate with the grade and job title.
- Contribute to the overall ethos, aims and targets of the school, appreciate and support the roles of other members of the school work team and attend and participate in relevant meeting as required.
- Assist with the supervision of pupils out of lesson times, including before and after school, break time and at lunchtime
- Be aware of and comply with all the school staff handbook, policies and procedures in particular in relation to child protection, health, safety and security, intimate care, confidentiality, data protection; reporting all concerns to an appropriate person
- Attend and assist where necessary at all Open Evenings and other School events
- Contribute to the provision of First Aid and care & welfare of all pupils
- Assist in covering absent colleagues so that the provision for pupils is maintained
- Assist in various office activities such as covering for absent colleagues.
- To support a student as directed during public and College examinations

Application & Recruitment Process: Further Guidance to Candidates

Applications will only be accepted from candidates completing the Teacher CES Application Form or Tameside MBC Support Staff Application Form in full. CV's will not be accepted.

On occasion, we receive a high number of applications and therefore we regret that we are unable to reply individually to each application. Applicants who have therefore not heard from us by 5 working days prior to the advertised interview date, must therefore assume they have not been shortlisted for interview.

St Damian's RC Science College seek two references (one must be your current employer) and a faith reference for teaching staff, for all shortlisted candidates prior to the interview (unless candidates have indicated otherwise on their application form). Information requested from referee's will include information relating to performance, attendance, disciplinary records, suitability for the role applied for and the applicant's suitability to work with children.

The recruitment process will vary for each role but will generally involve at least one interview, alongside other suitable recruitment tests, as appropriate. We will also carry out the below checks for all appointments:

Pre-employment Checks

In keeping our students safe, all appointments to St Damian's RC Science College will be subject to the following pre-employment checks:

- Receipt of at least 2 satisfactory references, one of which must be the applicant's current (or most recent) employer
- Verification of identity, right to work in the UK, and qualifications
- Receipt of a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS).
- For teaching posts, verification of successful completion of the statutory induction period
- Verification of medical fitness for the role

All roles are subject to a 6 month probation period.

Criminal Records

All posts in St Damian's RC Science College involve some degree of responsibility for safeguarding children, although the extent of that responsibility will vary according to the nature of the post. Accordingly, all posts within St Damian's RC Science College are exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind overs, including those regarded as 'spent' must be declared by all applicants. The amendments to the Exceptions Order 1975 (2013) however provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring website.

We recognise that people with criminal convictions face discrimination when seeking employment and so have procedures as part of the recruitment and selection process to guard against further disadvantage. Any information will be treated in the strictest confidence and you will only be prevented from obtaining employment if we consider applicants have a criminal record that makes them unsuitable for work involving substantial access to children/vulnerable people.

Should you require any further information regarding St Damian's RC Science College's application and recruitment process please contact 0161 330 5974

Reviewed February 2018

Senior Network Technician: Person Specification

Competency/Skills/Knowledge/ Education	Personal Qualities	Category	Method of Assessment
Educational Standard/Qualification	° Ordinary level GCSE in Maths and English or equivalent ° ITIL V3 Foundation Level ° ITIL V3 Intermediate Level in relevant area	E D D	Application
Specialist skills, knowledge and experience	° Ability to support ICT Services in responding positively to internal initiatives as well as national processes and inspections ° Relevant hands on experience in an ICT environment ° Committed to local democracy, understands the role of Elected Members and is politically sensitive ° Aware of issues facing local authorities and schools ° Receptive to new ideas, willing to change and encourages flexibility of approach and problem solving in others. ° An understanding of ITIL processes relevant to the role.	E E E D E E	Interview/Application
Using initiative and decision making	° Proactively takes responsibility for own actions by making timely decisions based on factual data. Evaluates a variety of solutions before making recommendations.	E	Interview/application
Customer Focus	° Quickly builds rapport, easily establishes relationships and relates well to different types and groups of people ° Encourages customer participation in service delivery and seeks feedback ° Ability to establish customer's business needs and interpret into appropriate solutions.	E E D	Interview/application
Communications Communicating Orally	° Is able to communicate complex technical issues in plain language for a non-technical audience	E	Interview
Written communication	° Writes fluently, clearly and concisely. Adapts own written communication style to suit the needs of the recipient.	E	Interview/application
Negotiating	° Ability to undertake effective negotiations with a range of people and organisations	D	Interview/Application
Team working	° Works co-operatively, sensitively and effectively as part of a team or independently.	E	Interview

	° Fits in with the team. Develops effective and supportive relationships with colleagues, is considerate towards them and creates a sense of team spirit. ° Is able to work beyond service boundaries.	E D	
Leadership and management	° Takes charge of situations and provide others with a clear sense of direction.	D	Interview/application
Respecting and developing others	° Listens and pays attention to individual's views. ° Ability to mentor/coach staff showing tolerance of mistakes and supporting individual's learning and self-development.	E	Interview/application
Planning and organisation	° Excellent project management skills. ° Excellent organisational skills, with the ability to deliver agreed objectives within agreed timescales. ° Establish and consistently demonstrate high levels of productivity demonstrating high levels of personal motivation	D E E	Interview/application
Analytical	° Ability to analyse problems and propose solutions.	E	Interview/application
Quality	° Maintains high professional standards and drives service improvement. ° Concern for quality and excellence and a desire to improve processes and systems	E	Interview/application
Resilience	° Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks.	E	Interview
Aptitudes	° Believes in and actively champions the values of the college ° Innovative, enthusiastic and creative approach. ° Flexible and adaptable.	E	Interview