The Piggott School

<u>Job Description</u>

Job Title: **ICT Technician**

Responsible to: **ICT Manager**

Salary Grade: **4**

Key Purpose

The purpose of this role is to assist in the maintenance of the school's IT network and IT facilities under the direction of the Network Manager and Senior Technician. The ICT Support Department's role is to install, support and maintain IT and AV equipment in order for the school to meet the educational needs of children, staff and young people.

Main Responsibilities

- Carry out technical tasks on networked computers within a routed network system, supporting the use by staff and pupils
- Perform laptop maintenance, carrying out both hardware replacements and deployment of new software.
- Configuration of items of equipment, including building workstations for use on a network
- Deployment of IT equipment such as software, computers and peripherals
- Basic printer maintenance such as checking and replacing printer toner cartridges and carrying out periodic maintenance
- Liaise with supplier and external support organizations
- Perform user maintenance tasks such as the allocation resources to users, password resets, maintaining user, public and shared folders and desktops
- Diagnosis and reporting of unresolvable faults to line manager or origination supplier
- Provide classroom support for the operation of computers, peripherals and software across the network
- Competence with Active Directory, Microsoft, SharePoint and Office365
- Any other duties that reasonably fall within the role

Whilst every effort has been made to explain the accountabilities of this post, each individual task undertaken may not be identified.

This job description is current but, following consultation with you, may be changed by the Headteacher to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Job description last reviewed: January 2023

Errors and Omissions Excepted