



Senior ICT Support Officer

Job Description

Grade: GR3

1. Job Purpose

- 1.1 To provide an efficient and effective ICT Technical Support Service to the ICT Operations Manager/Network Manager (where applicable)
- 1.2 To support the maintenance and development of the school ICT resources
- 1.3 To provide training and support sessions for staff and students
- 1.4 To instruct pupils in the basic use of software programmes as necessary
- 1.5 To manage other ICT Technician staff as appropriate

2. Key Responsibilities

- 2.1 To be responsible for the provision of ICT support in all areas of the MAC/school and provide help and support for the ICT Technicians within the MAC/school
- 2.2 To train other staff in the appropriate use of ICT fixtures within the school, such as overhead projectors and computers in order to promote the pupil educational experience
- 2.3 Assistance with the maintenance and development of a MAC/school wide network
- 2.4 To configure ICT equipment, hardware, peripherals and software and ensure efficient performance is maintained
- 2.5 To help support and maintain antivirus, firewall and content monitoring software

- 2.6 To be responsible for the provision of ICT support in all areas of the MAC/school and provide help and support for the ICT Technicians within the MAC/school
- 2.7 Assistance with the maintenance and development of the MAC/school website and online platform
- 2.8 Faults:
 - 2.8.1 To monitor the network for any faults that may occur
 - 2.8.2 To help diagnose and resolve most network infrastructure software and hardware faults
 - 2.8.3 To help perform a range of maintenance, repairs and upgrades so avoid subsequent similar faults in the future.
 - 2.8.4 To help monitor that daily backup systems and disaster contingencies are in place in the event of such faults to minimise disruption
- 2.9 Provide support to classroom teachers during lessons including working with students and the delivery of some technical parts of lessons
- 2.10 Provide ICT support and training to support staff where necessary to enhance and improve the delivery of education within the MAC/school
- 2.11 Provide support for students in out of hours classes/extra-curricular time (within the employee's working day)
- 2.12 Administration:
 - 2.12.1 to record and monitor ICT equipment inventories throughout the MAC/school
 - 2.12.2 to record and monitor ICT requests for repair and advice in appropriate equipment use
 - 2.12.3 To ensure that all ICT equipment is security marked or has appropriate categorical numbering
 - 2.12.4 To ensure that all software is used in accordance with its authorised licence

- 2.13 Individuals have a responsibility for promoting and safeguarding the welfare of children and young people he/she is responsible for or comes into contact with.
- 2.14 To ensure all tasks are carried out with due regard to Health and Safety
- 2.15 To undertake appropriate professional development including adhering to the principle of performance management.
- 2.16 To adhere to the ethos of the MAC/school
 - 2.16.1 To promote the agreed vision and aims of the MAC/school
 - 2.16.2 To set an example of personal integrity and professionalism
 - 2.16.3 Attendance at appropriate staff meetings and parents evenings
- 2.17 Any other duties as commensurate within the grade in order to ensure the smooth running of the MAC/school