



Ribston Hall High School

Job Description ICT Technician

NJC SCP 8 – 12, £ 24,702 to £ 26,421 per annum (£21,744 - £23,258 pro rata)
37 hours per week, term time only plus INSET days
and 1 week to be worked during the School holidays (40 weeks per annum)

Job Purpose

To provide 1st line support to all users of the school's ICT system including staff, students and parents and to support the ICT Manager with day to day installation, maintenance, monitoring and operation of ICT within the School.

Main Duties and Responsibilities

- Provide 1st line support to Staff and Students to resolve all issues relating to the school's ICT system and escalate problems where necessary to the ICT Manager.
- To monitor the team's tech email inbox to resolve issues relating to the school's ICT system to include communication with parents and escalate problems where necessary to the ICT Manager.
- Installation, maintenance, monitoring and cleaning of all ICT equipment as directed by the ICT Manager
- Provide basic maintenance of the photocopiers including monitoring of consumables and liaise with the supplier where faults need escalating
- Maintain and support the use of AV equipment and provide basic instructions and support to staff where required.
- To install, configure and maintain software applications on existing PCs, laptops and other supported devices.
- Produce and reset pupil and staff passwords and issue new RFID badges and tags where required
- Working with the ICT Manager during major projects
- Supporting other teams within the Associate Staff when required

Qualifications and Experience

- A good knowledge of ICT hardware and software including Microsoft Windows and Office and Apple systems
- The ability to learn new software systems
- Excellent Communication skills
- Ability to prioritise and work to deadlines

January 2024

Supervision Received

Responsible through the ICT Manager & Finance and Operations Manager to the Head Teacher.

Principal Contacts

ICT Manager, Teaching Staff, Associate Staff, Students, Parents, Suppliers.

Special Conditions

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such temporary variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.