



SHIRELAND COLLEGIATE ACADEMY
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ICT SUPPORT TECHNICIAN

Scale 4 £17,161 - £19,126

37 Hours per week

ICT Support Technicians play an increasingly important role in the Academy, as teaching and learning become more and more heavily dependent on new technology. Due to the continued development and expansion of technology we are looking to recruit an enthusiastic hardworking individual to our team to increase our capacity to support the Academy staff and students.

The ICT Support Department consists of 5 team members who support the technical requirements of the Academy which has a national reputation for the use of technology in education, the Academy has over 2000 devices including iPads, iPods, Netbooks, PlayStation3s and interactive whiteboards. We run a Windows Server 2003 based RM CC4 Network with Windows 7 workstations. We also offer our support services to Primary Schools and the local community

This Academy is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Details of the post and our application form are available from our website:

www.collegiateacademy.org.uk About Us – Employment Opportunities

Closing date: Friday 17th February 2012

Interviews will be at short notice and candidates will be contacted by telephone.



JOB DESCRIPTION

POST: ICT Support Technician

GRADE: Scale 4

REPORTS TO: Systems & Network Manager

Post Summary

To, maintain and develop all ICT equipment, providing technical advice and support for ICT related activities to support teaching and learning within the Academy.

Duties and responsibilities:-

Technical ICT Support

1. Provide technical support, answering support queries via monitoring tool, phone, email, smart phone App or in person.
2. To log all support requests and arrange swift resolution of issues in accordance to the ICT Support Department Standard Priority Procedure (SPP).
3. Secure, asset tag and ensure the safe set up of new and current equipment.
4. Set up software and equipment such as laptops, data projectors, interactive whiteboards, sound and other specialist technology, ensuring that systems are ready for use and operating correctly
5. Deliver hardware and resources to work areas and classrooms as required making sure that any equipment booked is set up and working before the lesson begins.
6. Troubleshoot hardware, software and network operating system and repair or replace equipment
7. To develop and understanding of all technology and software used within the Academy.
8. Train staff in the potential of or new uses of existing or new technology
9. Provide individual training and support on request
10. Provide recommendations about accessing information and support
11. To maintain a high degree of customer service for all support queries
12. To take ownership of user problems and be proactive when dealing with user issues

Configuration & Installation

13. Assist in creating a structured approach to rolling out new hardware or software, including procurement, testing and assessing the needs of user training.
14. Install / Rebuild / Imaging work stations or laptops onto the network
15. Connect and set up hardware
16. Allocate packages or locally install all required software
17. Configure items of equipment according to instructions

Network Support

18. Perform basic diagnostic routines.
19. Perform checks to ensure that broadband connectivity is maintained.
20. Provide network access to all staff and students
21. Maintain network and workstation hardware and software
22. Check the functioning of all networking connections and active components – network cards, data outlets, patch leads, switches, router, etc., according to instructions
23. Configure items of equipment, including building workstations for use on a network, maintaining a library of drivers and configuration files
24. Adding and removing user accounts as required, changing forgotten passwords, etc
25. Setting appropriate access rights and permissions Maintenance
26. Detect, diagnose and resolve most PC, printer and peripheral device faults
27. Maintain a log of any software or hardware problems detected and the solutions put in place
28. Provide advice, guidance and assistance to staff, students and other members of staff on developing their use of ICT in school.
29. Identify software, hardware and working practices required to fulfil the functional specification as defined by Academy staff.
30. Assist in planning and implementing changes to elements of the ICT service as required
31. Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
32. Be responsible for an efficient stock control system and associated records. Request equipment and supplies to secure best value for goods and services.

Such other duties as may be appropriate to achieve the objectives of the post or to assist the Academy in the fulfilment of its objectives commensurate with the post holder's salary grade, abilities and aptitudes.

Any changes arising will take account of salary and status. They will also be subject to discussion and individuals or sections affected and with appropriate trade unions.

The Collegiate Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

Person Specification – ICT Support Technician

Category	Essential	Desirable	Method of Assessment
Physical	<ul style="list-style-type: none"> • Able to move equipment around the Academy. • Good written and verbal communication skills. • Smart business like appearance. 		Application Form
Qualifications	<ul style="list-style-type: none"> • A relevant ICT qualification or a minimum of six months experience working in a technical support environment. • GCSE Grade C or above in English & Maths 	<ul style="list-style-type: none"> • Microsoft Qualifications • Apple Qualifications • Cisco Qualifications • Degree in an ICT subject 	Application Form and Interview
Experience		<ul style="list-style-type: none"> • Experience of working in a technical support environment. • Experience of working in a school environment 	Application Form and Interview
Training	<ul style="list-style-type: none"> • Willing to attend relevant training and develop professionally 	<ul style="list-style-type: none"> • Data protection 	Application Form and Interview.
Special Knowledge	<p>A sound working knowledge and understanding of:</p> <ul style="list-style-type: none"> • Microsoft Windows Vista/7 • Microsoft Windows Server 2003/2008 • Microsoft Office Suite 2007/2010 • Computer hardware, software systems and programmes • Computer trouble shooting • Computer viruses and security • E-mail and internet programmes 	<ul style="list-style-type: none"> • RM CC3/CC4 • Apple Mac OS 10.4-10.7 • Computer networks • ICT Development in education • A good understanding of the legal, security and moral issues relating to use of ICT in schools 	Qualifications held and demonstration of knowledge at interview
Circumstances	<ul style="list-style-type: none"> • Able to work occasional weekends and evenings. 		Interview

Disposition	<ul style="list-style-type: none"> • Ability to respond to conflicting demands and prioritise work load • Able to operate effectively as part of a team and with minimum supervision. • Able to relate well to staff, students and other users. • Able to work to deadlines. • Self-motivated. • Able to work under pressure • Enthusiastic and willingness to learn and develop new skills • Able to maintain the appropriate professional relationships and boundaries with students 		Interview
Practical and Intellectual Skills	<ul style="list-style-type: none"> • Analytical and problem solving skills • Good organisational skills 		Interview
Legal Requirements	<ul style="list-style-type: none"> • Requirement to undertake an Enhanced CRB Disclosure check 		