

ICT Officer

Grade 5 - 6, SCP 18-27

Full time (36 hrs 40 mins per week), Full year

Responsible to:

ICT Network Manager

Purpose of Post

To work with the Line Manager and colleagues to design, integrate, deploy and deliver service improvement and resilience and to support effective ICT service provision across the Trust and its schools (secondary and primary), providing technical and user support and guidance.

Key tasks

Support

1. Support the team in the absence of the line manager in ensuring maintenance works and projects are on track.
2. Independently respond to ICT helpdesk support requests and enquiries to ITIL standards.
3. Provide high quality ICT support for the Trust and for the teaching, learning and business of all schools within the Trust.
4. Install and maintain network servers, clients and cabling.
5. Using specialist skills and experience to maintain ICT installations, hardware, software, peripheral devices and user equipment.
6. Where directed, lead the procurement of consumables and audio-visual equipment (cartridges, bulbs, cameras, microphones etc), ensuring Trust standards are maintained for a consistent strategic approach and best value.
7. Detect, diagnose and resolve server, network, computer and peripheral device faults. Interpret diagnostic information and prioritise and implement resolutions.
8. Be responsible for creating and deploying computer images, ensuring the central set-up and roll out of generic and specialist images across schools supported by the Oldham ICT Hub.
9. Support the IT services, primarily Brian Clarke and schools associated with the Oldham ICT Hub, which may also include coverage for other schools within the Trust.
10. Deliver a schedule of ICT maintenance activities, identifying issues and proactively sourcing solutions.
11. Support data integrity and security, maintaining user access, accounts and permissions across the Trust and its schools.

12. Detect, diagnose and resolve server, network, firewall, computer, and peripheral device faults. Interpret diagnostic information, prioritise resolutions.
13. Maintain records for hardware and software licence compliance, ensuring that the Trust and its schools are up to date and compliant.
14. Support teaching and learning activities, i.e. assemblies and presentations requiring AV as required.
15. Provide guidance and assistance on ICT to users, including creating and maintaining user guides, engaging in training and development opportunities, and continually working to improve both own performance and that of the team and Trust.
16. Monitor existing backup routines, internet security, and protection, proposing improvements where appropriate, and follow up on error reports.
17. Support the development of other team members as appropriate, including mentoring junior technicians and apprentices, to ensure they are well supported and opportunities for learning are maximised.

Project Management

1. Lead (project manage) assigned ICT projects with the support of the wider team.
2. Support the development of specifications for refurbishment projects and new builds in line with the Trust ICT strategy.

Health & Safety/Safeguarding

1. Proactively promote and comply with safeguarding / child protection in all areas of responsibility.
2. Work to, and give guidance to others, on the ICT acceptable use policy and practices, including guidance on ICT issues relating to e-Safeguarding.
3. Consider the impact of changes in ICT technology and legislation in undertaking duties and recommend appropriate changes.
4. As directed, support the writing and reviewing of ICT risk assessments.
5. Proactively maintain a professional working environment, ensuring electronic and visual physical work areas are clear, clean and well organised.
6. Support the Trust and the schools' health, safety and welfare policies, reporting hazards and actively contributing to security, for example, challenging a stranger on the premises.

Administration

1. As directed, be responsible for maintaining an up-to-date inventory of ICT / AV equipment across the Trust and its schools, processing new items as required.
2. Ensure the safety and security of equipment, including asset labelling, and ensure the asset register is up-to-date..
3. Undertake a range of ICT financial processes, including purchasing, in line with agreed procedures.

4. Ensure appropriate levels of stock of ICT consumables and equipment in areas of responsibility.
5. Be responsible for the safe disposal or recycling of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.
6. Run management information / reports within the service.

General

1. Undertake duties at any Trust designated location.
2. Keep abreast of new technology, and make suggestions for improvement, assisting in the review and development of operational procedures.
3. Undertake service development in areas of responsibility in line with project management principles.
4. Proactively manage workload to ensure service standards are met, checking personal accuracy and seeking guidance where necessary from senior colleagues.
5. Understand and promote the importance of inclusion, equality, and diversity for all.
6. Participate and engage with training and development opportunities, working to continually improve own performance and that of the team / school / Trust.
7. Implement and uphold the policies, procedures, and codes of practice of the school / Trust.
8. Uphold and promote the values and ethos of the school / Trust.
9. Undertake any other additional duties commensurate with the grade of the post.

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

This post is subject to an enhanced DBS disclosure check through the Disclosure & Barring Service.

ICT Officer Person Specification	/ Essential Desirable	Application Interview/ Test
Qualifications		
GCSE Maths and English passes (Grade C / 4 or above)	E	A
Current Microsoft qualification or equivalent	D	A
Good ICT Degree or equivalent experience	D	A
Experience		
Experience of assessing, diagnosing and correcting faults in ICT hardware and software	E	A/I/T
Technical experience of Microsoft server software 2019 onwards	E	A/I/T
Technical experience of network implementation and troubleshooting	E	A/I/T
Technical experience of Microsoft 365 and Outlook Administration	E	A
Technical experience of Microsoft Endpoint Configuration Manager	E	A
Technical experience of backup solutions.	E	A
Experience of installing, configuring and testing computer hardware, desktop operating systems, software and peripheral equipment	E	A/T
Experience of providing ICT support in an educational setting	D	A/I
Experience of individual and team working	E	A/I
Experience of keeping accurate and up to date technical documentation	E	A
Experience of successfully undertaking ICT projects	E	A/I/T
VMware technologies qualification or equivalent experience	D	A
Skills and Abilities		
Initiative to work proactively and manage own workload without direct supervision prioritising tasks and responding to unexpected problems	E	A/I
Ability to motivate others and provide supportive coaching	E	A/I
Excellent written and verbal communication skills and the ability to share ICT information	E	A/I/T
Excellent customer service and interpersonal skills with a positive, 'can-do' approach	E	I/T
The ability to work to high standards under pressure	E	I/T
Analytical skills to investigate problems and information, draw conclusions and make recommendations for action	E	I/T
Organisation skills to manage own workload	E	A/I/T

Knowledge		
Up-to-date with developments within ICT	E	A/I
Understanding of data protection, confidentiality, and ICT security issues in a school environment.	E	A
Understanding of the wider safeguarding agenda working with children and young people	E	I
Work circumstances		
Able to work flexibly, according to the needs of the school including some evening attendance	E	A/I
Full driving license, daily access to a car	D	A

N.B Any candidate with a disability who meets the essential criteria will be guaranteed an interview