



KING EDWARD VI CAMP HILL SCHOOLS

**ICT Technician
School Details and Job Description**

October 2017

GENERAL INFORMATION ABOUT THE SCHOOL

King Edward VI Camp Hill School for Boys and King Edward VI Camp Hill School for Girls are selective grammar schools' forming part of the King Edward VI Academy Trust Birmingham. The school moved out from the inner centre to its present location on the former Cartland Estate in 1956. Kings Heath is a pleasant suburb in South Birmingham with easy access to the M42, M40, M5 and M6 motorways, to Stratford and to the Warwickshire/Worcestershire countryside.

Background

After recent restructuring in October 2013, the technical team now support two schools. Due to recent changes both schools now run off a single Network.

Post: ICT Technician
Responsible to: Systems and Network Manager

Monitoring and Evaluation

You are immediately responsible to the Systems and Network Manager.

Annual Review Cycle

The job specification will be reviewed annually as part of the school's 'Performance Development' process. The post holder will also be expected to comply with any reasonable request from the Headmaster to undertake work of a similar level not specified in this job description.

FURTHER INFORMATION

Candidates are asked to complete the application form which is available from the school and on the school website. This document should be sent to the Headmaster as soon as possible, but by no later than **Monday 16 October 2017 (noon)**.

Please do not hesitate to telephone if you require any further information. The schools are a happy, flourishing and friendly communities as well as outstandingly successful grammar school.

I look forward to receiving your application.

Linda Johnson
Headteacher, Camp Hill School for Girls

SUMMARY OF MAIN DUTIES / RESPONSIBILITIES

Job Title: ICT Technician

Job Purpose:

To assist in the day-to-day running and support of the Camp Hill Schools' systems and network, supporting the online helpdesk application by ensuring issues are addressed, documented and resolved in a timely and professional manner.

Main Duties / Responsibilities

SPECIFIC TASKS

- Create and support user accounts for the schools' systems;
- Operate and support relevant equipment/Operating Systems/ICT packages;
- Manage IT assets and consumables inventory and corresponding documentation.
- Procurement of IT Hardware and Software through building relationships with suppliers.
- Raising of orders, maintenance of Order's/Invoice spreadsheet and any other documentation as specified by the Network Manager;
- Assist with the Camp Hill schools' helpdesk provision, ensuring timely resolution to requests / problems and tracking of the above;
- Promote the effective use of IT equipment to staff, students and colleagues;
- Carry out installation, configuration, administration and maintenance of all IT resources inclusive of server, client and infrastructure;
- Ensure hardware (printers, projectors, AV equipment etc) are well maintained and operational;
- Assist in the support and administration of all Cloud / online services;
- Share in all the tasks within the IT department;

OTHER

- Carry out such other duties as might reasonably fall within the scope of this role as requested by the Network Manager or Senior Management;
- Work interchangeably with other members of the department to provide quality of service;
- Keep up-to-date with developments in IT and undertake appropriate professional development;
- Ensure adherence to the schools' policies including Health and Safety, Acceptable Use, E-Safety, Data Protection etc.

BENEFITS

- School provided laptop;
- Access to CBT Nuggets;
- Potential to work on all aspects of IT Systems and infrastructure, broadening knowledge and skillsets.

Person Specification

Essential	Desirable
Personal Attributes	
<ul style="list-style-type: none"> • Determined problem solver; • Ability to both work as part of a team and independently using own initiative; • Prioritise jobs according to needs of individuals and organisation; • Interpersonal skills and enthusiasm to work with teachers, support staff and pupils is essential. 	<ul style="list-style-type: none"> • Proactive approach to problem solving; • Ability to identify longer-term improvement to the systems we use.
Qualifications	
<ul style="list-style-type: none"> • GCSE English and Maths (or equivalent). 	<ul style="list-style-type: none"> • COMPTIA A+/Network+; • Degree (ICT-Based).
Knowledge and Skills	
<ul style="list-style-type: none"> • An overview of Windows operating systems; • Proficient use of office applications; • An understanding of network hardware. • Knowledge of providing support for end users. 	<ul style="list-style-type: none"> • Active Directory; • Audio/Visual systems; • Google Apps Administration; • Moodle; • SIMs.NET ; • SMART Board systems
Experience	
<p>EITHER At least one year's experience working in either an IT support or customer focused role.</p> <p>OR An IT related Degree/Level 3 qualification.</p>	<ul style="list-style-type: none"> • Working in an education environment;
Other	
Satisfactory Enhanced Disclosure and Barring Service (DBS) check on offer of job.	