

CHILDREN AND LIFELONG LEARNING – HR SERVICES

Moorside High School				
Job No.	Post Title	Grade	JE Pts	Date
	Apprentice Assistant ICT Technician			

Statement of Purpose

To work under the direction and instruction of senior staff to support the school's computer systems, applications and associated software.

Support to Pupils and Staff

- To assist with support for all staff and students in the use of information technology.
- To assist and help to maintain the ICT equipment.
- To respond to emails from staff.
- To assist in carrying out basic electrical testing of computer and audio-visual equipment in accordance with Health and Safety requirements.
- To assist and carry out routine maintenance and repair of computer and audio-visual equipment, including replacement of consumables and cleaning.
- To help with the installation of data projectors, computers, peripherals and software.
- To respond positively to changes in ICT development for the benefit of the school.
- To help maintain internet facilities and other learning technology for curriculum use.
- To produce and present support materials for staff and students.
- To assist the Network Manager.

Support to School (this list is not exhaustive and should reflect the ethos of the school)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.
- Assist with pupil needs as appropriate during the working hours.

Note 1:

The content of this job description will be reviewed with the post holder on an annual basis in line with the School's performance and development review policy. Any significant change in level of accountability that could result in a change to the grade must be discussed with the post holder and the relevant trade union before submitting for re-evaluation.

Person Specification
Assistant ICT Technician Level
2

Essential Criteria	Measured By
<p>Qualifications/Training</p> <ul style="list-style-type: none"> • Good numeracy and literacy skills. • NVQ level 1 for IT practitioners or equivalent qualification or experience in a relevant discipline. 	I
<p>Knowledge/Skills</p> <ul style="list-style-type: none"> • The ability to communicate complex technical issues simply and effectively to a diverse range of audiences • The ability to work effectively with, relate to and earn the trust of support staff, teaching staff, senior management and young people. • A team player. • Good time management and organisational skills. • Able to work under pressure and to meet deadlines. • Good practical ICT skills with underpinning knowledge and understanding. 	AF/I

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<p>Behavioural Attributes</p> <ul style="list-style-type: none"> • Customer focused. • Has a friendly yet professional and respectful approach which demonstrates support and shows mutual respect. • Open, honest and an active listener. • Takes responsibility and accountability. • Committed to the needs of the pupils, parents and other stakeholders and challenge barriers and blocks to providing an effective service. • Demonstrates a “can do” attitude including suggesting solutions, participating, trusting and encouraging others and achieving expectations. • Is committed to the provision and improvement of quality service provision. • Is adaptable to change/embraces and welcomes change. • Acts with pace and urgency being energetic, enthusiastic and decisive. • Communicates effectively. 	AF/I
<ul style="list-style-type: none"> • Has the ability to learn from experiences and challenges. • Is committed to the continuous development of self and others by keeping up to date and sharing knowledge, encouraging new ideas, seeking new opportunities and challenges, open to ideas and developing new skills. 	

AF - Application form | - Interview

Note 1:

In addition to the ability to perform the duties of the post, issues relating to safeguarding and promoting the welfare of children will need to be demonstrated these will include:

- ***Motivation to work with children and young people.***
- ***Ability to form and maintain appropriate relationships and personal boundaries with children and young people.***
- ***Emotional resilience in working with challenging behaviours and***
- ***Attitudes to use of authority and maintaining discipline.***