**ICT Technician Job Description and Person Specification**

**Key Responsibilities:**

* Provide first- and second-line technical support to staff and students
* Install, configure, and maintain software and hardware
* Manage user accounts, network access, and system security
* Troubleshoot and repair faults in classroom technology, PCs, printers, and AV equipment
* Support the use of interactive whiteboards, projectors, tablets, and other educational technology
* Monitor and maintain ICT asset records and inventories
* Effectively filter  and monitor systems and track user activity to identify potential risks and inappropriate behaviour
* Help maintain ICT security protocols, backup systems, and disaster recovery processes to protect school data.
* Preparation and technical support for school services and assemblies (onsite and externally)
* Provide first-line and second-line technical support, escalating complex issues to third-party providers when necessary.
* Assist with the documentation of ICT processes, system configurations, and user guides for staff and students.
* Maintain an asset register and manage inventory of IT equipment.
* Excellent communication skills and the ability to work collaboratively with staff and students.

**Person Specification**

**Required:**

* Able to assist with upgrading systems and rolling out new applications
* Able to ensure regular data backups and virus protection are in place
* Informed about ICT developments relevant to education
* Ability to adhere to safeguarding, GDPR, and school ICT policies
* Be an excellent team player
* Be able to be flexible when needed
* To be able to adapt to changing need in the organisation
* Have a level 3 (or equivalent) qualification
* Have relevant ICT qualifications
* Good literacy and numeracy skills which include a GCSE pass (4 or higher or equivalent) in Maths and English
* Previous experience in a technical support role (preferably in an educational setting)
* Strong knowledge of Windows OS, Microsoft 365, and common classroom tech
* Excellent problem-solving and communication skills
* Ability to manage time effectively and work independently or as part of a team
* A positive, approachable manner with patience and professionalism

**Desirable:**

* Familiarity with Arbor (MIS), school network systems, or cloud-based learning platforms
* Level 3 qualification (or equivalent) in an ICT related subject