Kimberley School

ICT Technician

Application Pack

Job description / person specification

Job Summary	
Job Title:	ICT Support Technician
Location:	The Kimberley School, Newdigate Street, Kimberley, Nottingham, NG16 2NJ, Telephone: 0115 938 7000
Salary & Hours of Work:	Scale 2: £21,189 - £21,575 per annum Full Time: 37 hours per week all-year-round
Job Summary:	Supporting maintenance of ICT network and related hardware and software. Maintenance of online resources. Providing ICT support to teachers and students. Providing support in Resources/Reprographics.
Application Process:	To find out more about the role, and to download an application form, please visit the [East Midlands Education Trust website](#). Applications must be made on an EMET application form. Please note that CVs will not be accepted.

Job Description	
Job Title:	ICT Support Technician
Reports to:	ICT Systems Team Leader
Responsible for:	Supporting maintenance of ICT network and related hardware and software. Maintenance of online resources. Providing ICT support to teachers and students. Providing support in Resources/Reprographics.

Duties:

- Support maintenance of ICT networks, stand-alone computers and associated equipment/resources (ICT & AV)

- Provide technical support and advice to staff on the appropriate use of ICT and AV

- Support maintenance of the school's virtual resources, including Office365, website etc.

- Support the installation of new or upgraded hardware/software/networking resources etc.

- Support the routine security and administrative functions within the team (e.g. security marking, software licences etc.)

- Supporting the maintenance of school inventories

- Supporting diagnostic testing for third party hardware and software and report faults as appropriate

- Support in the transfer of data between systems and devices

- Source consumables and items of equipment

- Administration of anti-virus software and support monitoring to ensure appropriate usage of ICT resources

- Cable installation, including telephone moves and changes, AV and data installations etc.

- Undertake backup routines for servers/home directory and laptops

- Support the management of ICT and AV equipment out on loan

- Attend relevant training, including training for any new systems being introduced by the school

- Support the ongoing maintenance of the CCTV infrastructure and systems.

- Support with use of multimedia

- Support staff in the development of the curriculum using ICT-based resources (e.g. use of Interactive screens, tablet laptops etc.)

- Provide ICT support in-class for staff and students

- Liaise as appropriate with third parties, agencies, ICT providers and administrative staff on ICT provision within the school

- On occasion provide technical support to local primary schools

Undertaking any other duties which may be reasonably regarded as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Person Specification

Please note that only applicants who can demonstrate that they can meet the criteria in the person specification are likely to be shortlisted for interview.

Applicants should be able to demonstrate how they meet the core criteria relevant to the post:

E= Essential D= Desirable A= Application I= Interview	Criteria Type		Identified By	
	E	**D**	**A**	**I**
Experience				
1. Experience in an ICT/Network Technician or equivalent role		✓	✓	
2. Experience of troubleshooting faults	✓		✓	
3. Experience of Windows 7 & Windows 10	✓		✓	
4. Experience of Windows server 2008 and above		✓	✓	
5. Experience of website design		✓	✓	
6. Experience of working in a school, or an environment working with children		✓	✓	
7. Experience of installing data cabling		✓	✓	
8. Experience of installing and setting up audio visual equipment		✓	✓	
9. Experience of dealing with contractors/service providers		✓	✓	
Qualifications, Training & CPD				
10. ICT related qualifications		✓	✓	
11. Qualifications in Comptia, Microsoft etc, or networking		✓	✓	
12. GCSEs (or equivalent) at grade C or above	✓		✓	
13. Five GCSEs (or equivalent) including maths and English at grade C or above		✓	✓	
Knowledge & Skills				
14. Good general ICT knowledge & skills	✓		✓	
15. Knowledge of Microsoft products	✓		✓	
16. Knowledge of Microsoft Sharepoint		✓	✓	
17. Being able to problem solve	✓		✓	
18. Ability to install or upgrade client/server applications		✓	✓	
19. Knowledge of Multimedia hardware and software		✓	✓	
Personal Qualities & Attributes				
20. Good eye for detail	✓		✓	
21. Ability to follow written or verbal instructions	✓		✓	
22. Personable and friendly manner	✓			✓

In addition to the above, you will have the right to work in the UK and also be expected to demonstrate how you meet the following general criteria:
Committed to safeguarding, promoting the welfare of children & can relate well to children and young people
Ability to work effectively in a team and relate to all people
Ability to organise, prioritise and complete tasks efficiently and effectively
Good literacy and numeracy skills
Ability to communicate effectively and to impart clearly knowledge for the benefit of others
Flexible, adaptable and professional approach to work
Openness to new ideas
Use own initiative
Punctual, reliable and an ability to keep to deadlines
Ability to maintain confidentiality

We reserve the right to ask candidates who are shortlisted for interview to verify any statements made on their application form.

REFERENCE QUESTIONNAIRE

Please complete as fully as possible

Name of candidate:	
Post applied for:	

SECTION 1 – Employment Details

How long have you known the candidate?	
In what capacity have you known the candidate?	
Which post(s) did the candidate hold in your organisation?	

Dates employed in each post	**From**		**To**
	From		**To**

Please provide a brief description of the candidate's duties and responsibilities.

SECTION 2 - Work Related Concerns

Please give details of any concerns raised with the candidate related to work performance, conduct or behaviour during their employment.

Has the candidate ever been the subject of any capability process? Please include details of any informal monitoring and/or support short of formal capability proceedings, including dates.

Has the candidate ever been the subject of formal disciplinary proceedings? If so, please give brief details, including dates.

Have there ever been allegations raised about the candidate that relate to the safety, welfare or behaviour towards children?

☐   Yes   ☐   No

If yes, please give details, including dates.

Are you completely satisfied that the candidate is suitable to work with children?

☐ **Yes**   ☐ **No**

If no, please give details.

Does your organisation have a policy of expunging disciplinary records from personal files?

☐ **Yes**   ☐ **No**

Have you ever had concerns about the candidate which required you to make a referral to:

Disclosure and Barring Service (DBS) **(formerly Independent Safeguarding Authority - ISA)**	☐ Yes	☐ No
The Teaching Agency **(formerly the General Teaching Council - GTC)**	☐ Yes	☐ No
'List 99'	☐ Yes	☐ No
Protection of Children (POCA) List	☐ Yes	☐ No
Protection of Vulnerable Adults (POVA) List	☐ Yes	☐ No

SECTION 3 – Skills and Abilities

Please indicate your assessment of the candidate in the following areas:

Area	Outstanding	Good	Adequate	Poor
Ability to use initiative, take responsibility and accountability				
Written and verbal communication				

Organising, planning and prioritising skills				
Ability to work as a member of the team				
Personal organisation (e.g. time management)				
Willingness to undertake personal development and training to update knowledge and skills				
Ability to work with minimum supervision				
Ability to form and sustain positive working relationships with colleagues				

You are invited to add any other comments that you wish in respect of this person's suitability to carry out the responsibilities of this post.

SECTION 4 - Recommendation:

Would you re-employ the candidate?

☐ **Yes** ☐ **No**

If not, please give reasons.

Taking into account the job description and person specification, would you recommend the candidate for this role?

Recommend unreservedly ☐

Strongly Recommend ☐

Support application, merits your further consideration ☐

Not able to recommend at this stage ☐

Not able to recommend ☐

Signed:

Name (please print):

Designation / Job Title:

Date: