

# Polam Hall School

## Job Description - ICT Technician

The role of the ICT Technician is to provide technical support and carry out maintenance tasks for all ICT related equipment in Polam Hall School. To keep appropriate records of hardware and consumables expenditure. Record support requests and actions taken. Support pupils and staff in the appropriate use of ICT.

The ICT Technician will be responsible to the Network Manager.

The following points are the main anticipated duties of the ICT Technician:-

### **Desktop & Application Support**

- Connect, set up and check PCs and peripherals for normal operation.
- Maintain common hardware found in school; install applications and trouble-shoot problems.
- Maintain, upgrade and repair a wide range of PCs and peripherals; install complete applications.
- Carry out regular routine ICT maintenance e.g. cleaning printers, keyboards etc.
- Detect, diagnose and resolve PC, peripheral and application errors.
- Assist pupils and staff with any ICT related problems. Providing instruction where applicable.

### **Server & Network support**

- Perform routine maintenance tasks for user accounts (using Active Directory).
- Install and maintain standard network cabling.
- Configure network clients with appropriate server information and software.

### **Support Request Management**

- Accurately record support requests, outcomes and time taken in the helpdesk support log.

### **Audio / Visual**

- Be specifically responsible for the setup and operation of audio / visual equipment in the theatre.

### **School Website**

- Regularly maintain and update the school website.

### **Team Responsibilities**

- Work as part of a team and adopt flexible working practices.

### **General**

- Responding to any additional reasonable requests.

### **Health and Safety**

- Comply with the requirements of the Health and Safety at Work Regulations.
- Take reasonable care for the Health and Safety of yourself and others.
- Co-operate with the school in ensuring that Health and Safety responsibilities are carried out.

Polam Hall School has a no smoking policy.

---

*Appointment is subject to obtaining satisfactory references.*

*In accordance with recent regulations the school will carry out a check with the Criminal Records Bureau as to the existence and content of a criminal record of persons appointed to posts giving substantial opportunity for access to children. Any information will be treated in the strictest confidence and will be considered only where it is felt to be relevant to a particular job or situation. Your permission will be sought to carry out the Disclosure procedure following an offer of appointment but you should note that refusal to give permission could prevent confirmation of your appointment.*

*You will need to attend after offer of appointment with some or all of the following documents:*

*Passport/Driving Licence/Utility Bill/Birth Certificate/Marriage Certificate/Copies of Qualification.*