Aspire North East Multi Academy Trust

JOB DESCRIPTION

Job Title: ICT Technician

Job Location: Aspire North East Multi Academy Trust

Responsible to: Director of Technology

Purpose of Job:

To provide technical support and maintenance for the school’s ICT systems, ensuring that all hardware, software, and network resources are available and functioning effectively to support teaching, learning, and administration.

Principle Responsibilities

**Technical Support**

* Provide first-line support for staff and students on ICT-related issues.
* Diagnose and resolve hardware, software, and network problems promptly.
* Maintain and update the school’s ICT helpdesk system.

**Maintenance & Installation**

* Install, configure, and maintain computers, peripherals, and classroom technology (e.g., interactive whiteboards, projectors).
* Ensure regular updates for operating systems, applications, and antivirus software.
* Carry out routine checks and preventive maintenance on ICT equipment.

**Network & Systems**

* Assist in managing the school’s network infrastructure, including servers, switches, and wireless systems.
* Support user account management (e.g., password resets, permissions).
* Monitor system performance and report issues to the ICT Lead.

**Compliance & Security**

* Ensure adherence to data protection and safeguarding policies.
* Maintain accurate ICT asset records and inventory.
* Implement security measures to protect school data and systems.

**Training & Support**

* Keep up to date with current ICT practices through professional development.
* Provide guidance and training to staff and students on ICT best practices.
* Support the integration of technology into teaching and learning.

### **Operational Duties**

* Monitor IT infrastructure, backups, and daily procedures.
* Respond to and repair reported ICT faults promptly.
* Ensure routine and non-routine maintenance, cleaning, testing, and repairs of ICT equipment.
* Provide technical advice and support to teaching and trainee technical staff.
* Follow risk assessment procedures and maintain a safe working environment.
* Support online examinations by installing and configuring required software.
* Organise, store, and check the condition of ICT equipment.
* Dispose of waste materials safely and in line with school procedures.
* Explore emerging technologies and advise on their suitability for the school environment.

Additional Duties:

* Contribute to health and safety assessments and ensure compliance with school procedures.
* Assist with procurement, stock control, and maintaining accurate inventory records.
* Work effectively under pressure, meeting deadlines to support the school’s ICT needs.

**General requirements**

* Maintain strong relationships with staff and third parties.
* Attend and participate in training and development courses as required.
* Attending meetings, liaising and communicating with colleagues in the school.
* Be an effective role model for the standards of behaviour expected of pupils.

**Professional Values and Practice**

* Having high expectations of all pupils; respecting their social, cultural, linguistic, religious and ethnic backgrounds; and being committed to raising their educational achievement
* Treating pupils consistently with respect and consideration, and being concerned with their development as learners
* In line with the school's policy and procedures, using behaviour management strategies which contribute to a purposeful learning environment
* Working collaboratively with colleagues as part of a professional team; and carrying out roles effectively, knowing when to seek help and advice from colleagues
* Reflecting upon and seeking to improve personal practice
* Working within schools policies and procedures and being aware of legislation relevant to personal role and responsibility in the school
* Recognising equal opportunities issues as they arise in the schools and responding effectively, following schools policies and procedures
* Building and maintaining successful relationships with pupils, parents/carers and staff
* Having due regard to confidentiality, child protection procedures, health and safety, other statutory requirements and the policies of the governing body and local education authority
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Academy
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Academy records and information
* The post holder must carry out their duties with full regard to the Academy’s Equal Opportunities Policy, Code of Conduct, Child Protection Policy and all other Academy Policies
* The postholder must comply with the Academy Health and safety rules and regulations and with Health and Safety legislation.
* **Acceptance of Job Description by Post Holder**
* I can confirm my acceptance of the Job Description as outlined above
* **Name:**
* **Signed:**
* **Date:**