



CONFIDENTIAL – Priory School

Job Description

Job Title	IT Support Technician	Job Holder	
Author	Sarah Moore	Date Created	February 2021
Date Reviewed		Next Review Date	

This Job Description sets out the scope, duties, responsibilities and working practices that the successful applicant will be required to undertake, discharge and demonstrate on an ongoing basis.

Outline Description of Role

Under the direction of the SLT be responsible for assisting in the day to day running of the existing IT infrastructure within the school and also assisting with development and implementation of new systems.

Key Responsibilities

1.	Maintain the school website and social media platforms, ensuring all links are up-to-date and working
2.	Detect, diagnose, and resolve most PC, printer, and other ICT device faults
3.	Repair and maintain ICT resources
4.	Provide advice and assistance to teachers and other members of staff on the use of ICT in school
5.	Ensure all software is installed, updated including anti-virus, licences, and updates
6.	Ensure the safe disposal of obsolete ICT equipment in line with policy
7.	Install new hardware and software on all devices as requested
8.	Set up equipment such as laptops, projectors. Interactive White Boards, Sound systems, visualisers, and other specialist ICT equipment- ensuring they are ready to use and operate correctly
9.	Perform basic diagnostic routines and checks to ensure the server and network connectivity is maintained
10.	Office 365 Administration and local Active Directory Management including Group Policy management.
11.	Be responsible for liaison with relevant ICT bodies, such as school's hardware providers, Capita, and others, to help develop ICT strategy and provision across the school.
12.	Be responsible for ensuring a safe working environment in relation to ICT equipment and spaces, also ensuring all measures are taken for securing equipment.
13.	Monitor the use of software/apps across the network.
14.	Maintain an up-to-date inventory of ICT software and licences within the school
15.	Be aware of developments in IT in education and industry. To undertake research as requested and provide strategic advice to the Leadership Team.
16.	Be familiar with data protection and health and safety policies regarding ICT in the workplace
17.	Mentor and assist the current ICT Technician
18.	Responsible for organising suitable continuous professional development opportunities for the above named staff.
19.	Act as the point of contact in school for communications, and report any data breaches to the Data Protection Officer as necessary



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20.	Act as the point of contact for individuals who make subject access requests, collating and fulfilling such requests
21.	Provide software support and installations covering Windows 10, Active Directory, Windows Server, Microsoft 365 (support, admin and migration), AWS, Virtualisation Hyper V / VMware
22.	Assist with updating and progressing the existing home learning solution.
23.	Promote teamwork and to motivate staff to ensure effective working relationships.

Duties		E	D
24.	Undertake such other duties as reasonably correspond to the general character of the post and commensurate with being a member of the Priory School leadership team.	✓	
25.	Contribute to and exemplify the values of the Priory School. The post-holder will be expected to comply with any reasonable request from the Head Teacher and Board to undertake work of a similar level that is not specified in this job description. Whilst every effort had been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.	✓	
26.	Understand and comply with the Support Staff Standards at all times.	✓	
27.	Actively promote the inclusion of all children into whole school activities.	✓	
28.	Actively seek opportunities for professional development.	✓	
29.	Be aware of and respect all children's religious beliefs and cultures.	✓	
30.	Support, promote and comply with decisions and policies agreed by the SLT and the governing body.	✓	
31.	Develop effective, professional working relationships with colleagues	✓	
32.	Have due regard for health and safety of self, staff, children and visitors and have responsibility for bringing all matters of concern to the attention of the Business Manager.	✓	
33.	Undertake a 30-minute duty each week.	✓	

Compliance		E	D
34.	During the course of your employment you may see, hear or have access to, information on matters of a confidential nature relating to the work of Priory School or to the health and personal affairs of students and staff. Under no circumstances should such information be divulged or passed on to any unauthorised person or organisation and you will be required to know when or what information can be shared and in what circumstances it is appropriate to do so.	✓	
35.	During the course of your employment you will have access to data and personal information that must be processed in accordance with the terms and conditions of the General Data Protection Regulations (GDPR) 2018. This includes your responsibilities as a member of staff to process personal and sensitive data in an appropriate manner.	✓	



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36.	<p>In accordance with the School's commitment to follow and adhere to the latest update of the Department for Education's guidance entitled "Keeping Children Safe in Education" and all other relevant guidance and legislation in respect of safeguarding children, you are required to demonstrate your commitment to promoting and safeguarding the welfare of children and young people in the School. All staff are required to maintain appropriate professional boundaries in relationships with children and with all members of the School community and outside agencies, and exercise sound professional judgment which always focuses upon the best interests of the students and the school.</p> <p>You are required to have satisfactory Enhanced CRB clearance. Your role requires you to observe and maintain appropriate professional boundaries at all times and avoid behaviour that might be misinterpreted by others. You must understand and carry out your duties in accordance with the responsibilities of being in a position of trust and despatch your duty of care appropriately at all times. You will be expected to present a consistently positive image of the School and uphold public trust and confidence at all times</p>	✓	
37.	<p>The post holder must be aware that any information held by the School in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the School's policies and procedures.</p>	✓	
38.	<p>No smoking or intoxicants are permitted in any part of the premises or grounds managed, leased or owned by Priory School. No smoking or intoxicants are permitted in School vehicles or in any vehicle parked on School premises. Smoking of any product and the consumption of alcohol are strictly forbidden.</p>	✓	