

JOB DESCRIPTION	
JOB TITLE:	ICT Systems Support Officer
GRADE:	Scale 3 SCP 14 – 17
CONTRACT:	37 Hours per Week (variable hours contract) Term Time plus 4 weeks 8.00 am-4.20 pm (Monday – Thursday) 8.00am-4.15 pm (Friday) Lunch-50 minutes (to be taken in negotiation with the ICT Systems Manager)
LOCATION:	Moor Park Business and Enterprise School
RESPONSIBLE TO:	School Business Manager Under the day to day management of the ICT Systems Manager
STAFF RESPONSIBLE FOR:	None
JOB PURPOSE:	The main objectives to be achieved by the Postholder
	<ul style="list-style-type: none"> • To establish yourself in an ICT support role, providing first line support liaising with the ICT Systems Manager at all times. • To provide a professional service ensuring a high level of support at all times. • Assist with promoting and marketing of the school and its image, liaising with appropriate personnel.
MAIN ACTIVITIES:	What the postholder will actually do What prescribed duties the postholder will have
ICT Support <ul style="list-style-type: none"> • To provide technical support and advice as required across the school for staff, pupils and visitors. • To adopt a proactive approach and responsibility in providing ICT support, advice and one to one training to staff and students. • To install, maintain, upgrade and repair a wide range of ICT equipment. • Rectify problems relating to the malfunction of ICT equipment including software. • Respond to ICT Support requests in a timely fashion to ensure minimum disruption to Teaching and Learning at all times. • Assist with computer recycling and arrange for the safe disposal of used toner cartridges. • Assist with the administration of the telephone system. • Assist with the ICT computer club at lunchtimes in the Learning Resource Centre. • Install and upgrade both systems and application software as required adhering to all licensing regulations. • Maintain the school's ICT Online room booking system • To maintain an inventory of computer hardware and software (including licences). • Perform preventive maintenance duties on items of ICT hardware, including the cleaning of equipment. • Maintain and help develop the school's network. 	

- To provide support for the school information management system (SIMS) and associated software.
- Report any suspected security breaches to the ICT Systems Manager
- To monitor and maintain general ICT consumable stock to ensure adequate supplies are available in a timely and cost effective manner ensuring Best Value at all times.
- Follow school backup, virus protection and security procedures. Note risks to ICT systems and suggest precautions to the ICT Systems Manager.
- To monitor and keep a log of all breakdowns and alterations to the network.
- Liaise with suppliers and external support companies as appropriate
- Record accurately and prioritise support requests, outcomes and time taken in the Helpdesk software.
- To assist with the design and maintenance of the school's intranet, web site and digital signage system ensuring they are populated with current data at all times.
- Create user accounts for staff/students to access the school network including other specific/departmental software used in school.
- To be aware of upcoming events in school ensuring photographs and filming is carried out effectively and efficiently with creative and artistic flare!

Support for the School

- To work with the ICT Systems Manager, supporting our partner primary schools to provide occasional off site technical support.
- To support the ICT Systems Manager in software developments and training to support colleagues.
- To assist in providing a purposeful, effective and supportive environment for learning.
- To support the promotion of positive relationships with parents and outside agencies.
- To have a flexible approach to working hours, always ensuring the needs of the school are met.
- To work within school policies and procedures.
- To be aware of confidential nature of issues within school.
- To work flexibly within the ICT Support Department.

Personal Development

- To attend staff training/meetings as appropriate.
- To take care for your own and other people's health and safety.
- Work as part of a team and adopt flexible working practices.

Support for the Curriculum

- To be familiar with the content of the school curriculum
- To assist in the delivery of appropriate programmes of work.
- To support the use of ICT in learning activities.

In addition, other duties at no higher a responsibility level may be interchanged with/added to this list at any time.