



THE OAK-TREE GROUP OF SCHOOLS

JOB DESCRIPTION

Job Title: Group ICT Technician

Name:

Responsible to: Group ICT Manager, Mrs Lesley Elder
Managing Principal, Mr Matthew Hagger

The Group ICT Technician will be responsible for providing assistance to the Group ICT Manager in all aspects of ICT from hardware/software provision to trouble-shooting problems and record keeping.

Specific Duties and Responsibilities:

- Troubleshooting, diagnosing and repairing faults not requiring maintenance contractor visits.
- Updating websites for the Oak-Tree Group of Schools on a daily/weekly basis, including collecting latest news, photos and information from the relevant staff.
- Configuring items of equipment according to instructions.
- Unpacking and installing ICT equipment such as new computers and peripherals, and enter all new equipment into assets register.
- Updating software and hardware assets registers.
- Liaising with suppliers or contractors in fixing simple faults that do not require site visits.
- Reporting faults to Managed Service Supplier or maintenance contractor.
- Giving classroom support for basic operation of computers, peripherals and software.
- Installing new software onto stand-alone desktops.
- Installing and testing software for use across a network.
- Ordering/checking and re-filling printer toner and cartridges.
- Maintaining printers periodically, ie head cleaning and alignment.
- Training staff on the use of general-purpose and office-related applications.
- Updating Powerpoint presentations for entrance hall displays at all three schools.
- Sourcing/researching new software and equipment.
- Setting up new interactive whiteboards/projectors.
- Supporting staff with 'Engage' MIS systems.

The Group ICT Technician should also be prepared to undertake other such specific duties that may be assigned by the Group ICT Manager or Managing Principal from time to time.