



**Westcliff High School
for Boys**

**JOB DESCRIPTION
ICT Technician**



INTRODUCTION

Every School has its own traditions, its own ethos, its own identity, and its own purpose. The purpose of Westcliff High School for Boys (WHSB) is to provide an excellent education for our pupils, supporting them in their journey to adulthood by developing character and intellect within a happy and scholarly community.

To this end, WHSB provides exceptional teaching and a wealth of extra-curricular activities to develop the Learner Profile attributes in our pupils through a unique education filled with exciting, challenging and enjoyable experiences. Today, we continue our proud tradition as a Grammar School serving pupils within the local community and actively promoting the wonderful opportunities we are able to offer to local children and their families.

SUMMARY JOB DESCRIPTION

The ICT Technician will be accountable to the Director of Technology for the maintenance and operation of the School's IT and communications systems. The ICT Technician will carry out any specific instructions given by the Director of Technology and work daily supporting staff, students and third-party stakeholders within Westcliff High School for Boys.

JOB PURPOSE

The ICT Technician is responsible for:

- Assisting in the development, support, maintenance and security of all ICT systems within the School
- Assisting in the installation, configuration and testing of hardware and software.
- To support the appropriate use and integration of emerging technologies, including Artificial Intelligence (AI).
- Providing technical advice and assistance in the classroom to support students and teaching in a learning environment.
- Upskill and share relevant ICT knowledge with other members of the ICT team.

SALARY

Point 6 on the Local Government Pay Scale £25,989 per annum.

LINE OF RESPONSIBILITY

The ICT Technician is directly responsible to the Director of Technology.

HOURS OF WORK

37 hours per week. The ICT Technician hours of work will be between 8.00 am and 4.00 pm Monday to Thursday and between 8.00 am and 3.30 pm on Friday; this includes a 30 minute unpaid lunch break. Occasionally, the ICT Technician will be required to support evening events at the School. The ICT Technician will be given advanced notice of any such requirements and will be paid for the additional hours. A holiday entitlement is included within the salary and holidays will be taken during the School closure period.

DUTIES & RESPONSIBILITIES

- Assist the Director of Technology in ensuring all WHSB ICT services are available during core School hours.
- Aid in the development and training of the ICT Apprentice where applicable.
- Maintain, upgrade, and repair a wide range of PCs and peripherals.
- Troubleshoot networking issues with devices or access points.
- To control, maintain, install, and setup when required ICT and audio-visual equipment held within the School, including digital projectors and speakers.
- Restore files for staff or students from backups.
- Operate as a first line support to staff and students throughout the School.
- Clearly and concisely, document all ICT processes in a central store for the team to access. For example, system processes or a process of installing a bespoke piece of software.
- Keep an accurate and detailed asset record of all ICT equipment.
- Deploy the relevant applications to Staff machines when requested via the IT helpdesk system.
- Support other members within the ICT team with their everyday responsibilities.
- Rebuild faulty PC's or Laptops.
- Participate enthusiastically in all aspects of the School's life and develop a professional working relationship with all staff and students.
- To ensure that computers are functional in each ICT room.
- To carry out routine ICT maintenance tasks in accordance with the planned schedule
- To undertake a visual check of ICT rooms and facilities.
- To replenish consumables around the School (toner etc.).
- To maintain all digital systems within Westcliff High School for Boys applicable to the ICT department.
- Log and process ICT waste equipment in accordance with Waste Electrical and Electronic Equipment (WEEE) regulations.
- To provide support and cover for the Reprographics Department as agreed by the Headmaster.

All staff are responsible for promoting and safeguarding the welfare of pupils at Westcliff High School for Boys by always ensuring compliance with the School's Safeguarding and Child Protection Policy.

It is a requirement of all staff to report any actual or potential risks to the safety or welfare of pupils to the Designated Safeguarding Lead. This document summarises the main responsibilities of the post. All staff are required to undertake whatever else the Headmaster may reasonably request. All staff are expected to uphold, support, and realise the ethos of the School, as outlined in the Mission Statement Learner Profile.

KNOWLEDGE AND EXPERIENCE

- Experience in supporting and maintaining ICT systems.
- Knowledge of current ICT best practices, products and statutory requirements, including ICT health and safety.
- It would be advantageous to have experience or familiarity with Active Directory in either a Windows Server environment or through the Azure platform.
- Exposure to Microsoft365 and user mailbox management would be beneficial.
- Advanced knowledge of all applications inside the Microsoft Office package.
- It is essential to have knowledge and experience with all Microsoft operating systems
- It would be beneficial to hold a working knowledge of Windows server 2016 onwards.
- Experience with JAMF (MDM) to manage Apple devices such as iPads.
- It would be beneficial to have experience managing computing devices with Microsoft Intune.
- Having experience with SIMS and managing user permissions and data would be beneficial for the candidate.
- Experience of hardware maintenance.
- A service-oriented approach to ICT support, in line with Information Technology Infrastructure Library (ITIL) principles.
- Experience of using or supporting AI-powered tools (e.g. automation, analytics,) is desirable.
- Understanding of the benefits, risks, and ethical considerations of AI in an organisational setting.

DESIRABLE APTITUDES

To be successful in this role, we as a School will be looking for the following aptitudes from an individual:

- Provide exceptional ICT support. WHSB is a fast-paced working environment, having the ability to adapt to demanding and new situations will ensure the individual is successful in their role as an ICT Technician.
- Discuss and explain technical issues to non-technical staff members.
- Problem solves, analyse issues, make informed judgements, and take appropriate action.
- Learn new technologies outside of the traditional practice based on strategic requirements for the School.
- Strong communication skills.
- Outgoing and confident manner.
- Time management skills

A Support Staff Application Form is available on our website (www.whsb.essex.sch.uk/vacancies)

Applicants should send a completed Support Staff Application Form to vacancies@whsb.essex.sch.uk.




Should we receive sufficient suitable applications for this position, we reserve the right to close the advertisement early.



Westcliff High School for Boys

Headmaster: Mr MA Skelly M.A.

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