

**CHESHIRE WEST AND CHESTER BOROUGH COUNCIL
JOB DESCRIPTION QUESTIONNAIRE**

JOB TITLE	ICT Technician (Secondary School)	JOB REF NO	AAAE5011
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BASIC JOB PURPOSE

To provide hardware and software classroom support for teachers using the computer facilities. To maintain computer networks, printers, and other peripherals (including installing new software), thereby minimising systems' downtime.

	MAIN RESPONSIBILITIES
1	Provide classroom support to teachers and students using the computer systems, including informing teaching staff of any known software or hardware problems, to enable the staff to meet the needs of the curriculum.
2	Complete minor repairs to equipment and cabling where the fault is obvious and provide on-the-spot advice to other members of staff regarding such matters, thereby ensuring equipment availability and usage is maximised.
3	Generate, extend, and maintain computer networks under the direction of the Network Manager / ICT Consultant, providing a friendly and communicative service to all users.
4	Provide software support for all users by being familiar with the current software and, where appropriate, producing user-friendly guides, under the direction of the Network Manager / ICT Consultant, to enable the systems to be used appropriately by all staff and students.
5	Assist with e-mail, internet browsing, Microsoft Office, and related activities, including occasional amendments to the school's web site.
6	Undertake personal professional development and respond to the changing needs of the job.
7	Support staff with administrative tasks including enrolling new staff and students, ensuring the school's database of users is kept up to date, with leavers' accounts appropriately disabled and archived.
8	Support after hours' use of ICT suites by setting up necessary systems to enable access to the curriculum network whilst protecting key systems from unauthorised access.
Notwithstanding the detail in this job description, in accordance with the School's/Council's Flexibility Policy the job holder will undertake such work as may be determined by the Headteacher/Governing Body from time to time, up to or at a level consistent with the Main Responsibilities of the job.	