

ICT Technician Band 8 – 37 hours per week

Yorkshire Causeway Schools Trust (YCST) requires an extremely ambitious and motivated individual to join our Network team as an ICT Technician. Ideally you will have experience of working in a busy environment. You will need to be flexible in your approach, undertake a range of duties and have excellent communication and interpersonal skills. Working knowledge and experience of network systems is required.

Main purpose of role: To work as part of the YCST ICT support team to primarily maintain YCST infrastructure, service and solutions and provide support to staff and students of the member academies within the trust or other schools supported by the trust when required.

Duties and responsibilities

- To provide maintenance, installation and support services to core team site and the sites of other partner organisations in the YCST.
- To work as part of the YCST ICT support team.
- To contribute to the development of ICT and its use across the schools.
- To ensure that ICT facilities at all times are fully functional and secure.

Software

- Install and test new software.
- Make sure software and data are available to appropriate users.
- Ensure the anti-virus software is installed, kept up to date and working properly on all stations.
- Ensure software and operating system updates are installed as appropriate.

Hardware

- Check new computer equipment on arrival and install as appropriate.
- Liaise with the designated person responsible for the maintenance of the asset register.
- Maintain and troubleshoot the schools phone systems.
- Maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used.
- Troubleshoot and maintain all aspect of school's PC and server hardware.
- Liaise with external support agencies, to resolve faults speedily.

- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract.

Network Management

- Liaise with core ICT and external suppliers regarding provision of user accounts.
- Carry out routine network maintenance tasks.
- Troubleshoot, maintain and upgrade the school's ICT infrastructure.
- Follow supplier's recommended procedures.

Other Specific Duties

- Basic clerical duties related to the post.
- Assist staff members with the use of ICT software and hardware.

This job description is liable to variation to reflect changes in the requirements of the post. The post holder may also be required to undertake other duties from time to time.