



## Job Description

<b>JOB TITLE</b>	ICT Support Engineer
<b>SALARY</b>	Grade 5 (scp 13 – 19)
<b>HOURS</b>	Full time all year round
<b>RESPONSIBLE TO</b>	School Business Manager

The post holder will report to the School Business Manager. Apart from other colleagues in the school, the main contacts of the job are the Corpus Christi Academy Trust ICT Team, Senior Leadership Team, teaching staff, other support staff and pupils.

### Main purpose of the post

- To provide specialist technical support to maintain ICT infrastructure and support the requirements of agreed curriculum developments in line with the school and Trust ICT development plans.
- To lead discrete areas of work and have responsibility for the design and delivery of support requiring advanced level of knowledge
- To provide a comprehensive and responsive support service to all members of the school community
- To support the Strategic IT Officer, Network Manager and Senior Colleagues in the implementation of ICT development plans across the School

### Main duties and responsibilities:

#### Support for Pupils:

- To support pupils in accessing learning activities either through general ICT support or part of pre-planned curriculum activities.
- To use specialist skills, training and experience to support pupils in the relevant discipline.
- To provide feedback to pupils where appropriate.

#### Support for Teachers and other colleagues:

- To support teachers in accessing curriculum resources either through general ICT support or part of pre-planned curriculum activities.

- To ensure timely and accurate design, preparation and use of specialist ICT related equipment, resources and materials either through general ICT support or part of pre-planned curriculum activities
- To contribute to the planning, development and organisation of systems, procedures and policies of teaching departments to ensure ICT is integrated across the curriculum
- To deliver staff training sessions relating to ICT related systems required for the business as usual running of the school, such as induction training, including but not limited to, email, logging in and remote access
- Create relevant training materials and guides to support staff use of the ICT related systems

### **Support for the Curriculum:**

- To monitor and manage spares stock within an agreed budget, cataloguing ICT resources and undertaking audits as required.
- To carry out maintenance of specialist equipment and checks in line with quality and safety standards.
- To undertake specialist repairs or modifications in accordance with the required level for the post and arrange for other repairs or modifications to be carried out by others.
- To demonstrate and assist in the safe and effective use of specialist equipment and materials.
- To provide specialist advice and guidance as required within the relevant discipline.
- To undertake structured and agreed learning activities within the relevant discipline, such as demonstrations under the agreed system of supervision where appropriate.
- To be aware of new developments in areas of technology and new equipment and to assist colleagues in the assessment and evaluation of new equipment needs prior to the developments of new or expanding courses

### **Support for the School:**

- To be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person as soon as they arise.
- To support the marketing activities of the school, providing website and social media support
- To manage records, information and data, producing analysis and reports.
- To take responsibility for the business as usual monitoring and management of ICT systems as directed by the Network Manager
- To create and maintain asset registers of ICT equipment and resources.
- To work as part of a team to support colleagues and contribute towards the overall ethos, work and aims of the school.

- To establish constructive relationships and communicate with other agencies and professionals, in liaison with the teacher, to support achievement and progress of pupils.
- To attend and participate in regular meetings.
- To be able to provide basic short-term cover for absent colleagues within the relevant discipline.
- To participate in training and other learning activities and performance development as required.
- To recognise own strengths and areas of expertise and to use these to advise and support others.
- To assist with recruitment, induction, appraisal and training of other technical support staff.
- To provide pre-agreed technical support outside of lesson time, for example, clubs and extra-curricular activities such as parents evenings and open evenings, where relevant.
- To assist with exam invigilation as part of the agreed system for the school where appropriate.
- To undertake personal development to improve own practice

#### **Management Responsibilities:**

- To provide mentoring and support to apprentice and junior technical staff
- To liaise between teaching staff and support staff.

#### **General:**

- To attend training and administer basic first aid as and when required.
- To maintain confidentiality relating to the staff and students of the school at all times.
- To be flexible and motivated and able to follow instructions and remain calm in difficult circumstances.
- To be aware of and support difference and to ensure equal opportunities for all.

This job description sets out the duties of the post at the time it was drawn up. The post holders may be required from time to time to undertake other duties within the Trust as may be reasonably expected, which are commensurate with the grade of this post

All duties and responsibilities must be carried out with due regard to the Wythenshawe Catholic Academy Trust's existing policies, including child protection, health and safety, equality and data protection

**Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

## Person Specification

### ICT Support Engineer

CRITERIA	ESSENTIAL OR DESIRABLE	HOW / WHEN MEASURED *A/I/R/SP
<b>Qualifications</b>		
NVQ3 or equivalent qualification or experience in the relevant discipline	E	A/I/R
Undertake the relevant specific training in a specialist area	E	A/I/R
<b>Experience</b>		
Experience of working in a specific area in a learning environment	E	A/I/R
<b>Knowledge/Skills/Abilities</b>		
Knowledge and understanding of the relevant subject area and awareness of how these can contribute to the service delivery	E	A/I/R
Ability to use relevant equipment and resources	E	A/I/R
Full working knowledge of the relevant policies and codes of practice and awareness of relevant legislation	D	A/I/R
Ability to self-evaluate learning needs and actively seek learning opportunities	D	A/I/R
Ability to relate well to colleagues, students and representatives from outside agencies	E	A/I/R
Literacy and numeracy skills to a high standard to accurately complete and maintain relevant records	E	A/I/R
Ability to work as part of a team as well as to own initiative without direct supervision	E	A/I/R
Ability to work without supervision and prioritise own workload	E	A/I/R
Willingness to participate in development and training opportunities	E	A/I/R
<b>Personal styles/Behaviour</b>		
To act with the utmost integrity at all times	E	A/I/R
Tact and diplomacy in all interpersonal relationships with the public, students and colleagues at work	E	A/I/R
Self-motivation and personal drive to complete tasks to the required timescales and quality standards	E	A/I/R
On the rare occasion, willingness to work out of hours to support crisis resolution	D	A/I/R
The flexibility to adapt to changing workload demands and new school challenges.	E	A/I/R
Personal commitment to continuous self-development.	E	A/I/R
Personal commitment to continuous school improvement.	E	A/I/R
Personal commitment to ensure support is equally accessible and appropriate to the diverse needs of the students.	E	A/I/R
Personal commitment to the Trust's professional standards.	E	A/I/R
Willingness to undertake first aid training and administer first aid as required.	E	A/I/R
Demonstrate awareness and commitment to upholding all Trust policies and procedures	E	A/I/R

To maintain confidentiality relating to the staff and students of the school at all times.	<b>E</b>	<b>A/I/R</b>
To uphold the Catholic ethos of the School	<b>E</b>	<b>A/I/R</b>
Willingness to consent to and apply for an enhanced disclosure and barring list check.	<b>E</b>	<b>A/I/R</b>
To uphold all aspects of safeguarding.	<b>E</b>	<b>A/I/R</b>

**Application/Interview/References/Selection Process:** The CCCAT uses the appropriate CES application forms for each role advertised. This application should be fully completed and legible. **The supporting statement should be typed in Arial 12, not exceed 1300 words in length, be clear, concise and related to the specifics of the post advertised above in order to gain an interview**