A body of water

Description automatically generated

ICT SUPPORT OFFICER (SCHOOLS)

The Package



* *£25,658- £28,494 per annum plus £2,397 per annum Distant Islands Allowance, appointment on first point of grade*
* *37 hours per week*
* *Fixed term to 30 June 2023*
* *Local Government Pension Scheme*
* *34 days’ leave entitlement, inclusive of Public Holidays, per annum*
* *Generous Maternity & Sick Pay Benefits*
* *Employee Assistance Programme*

To assist with the effective delivery of ICT services for all schools and education development centres. This post will have a major focus on the development of networks infrastructure, server/client systems and data communications and Audio Visual (AV) repair and maintenance.

Job Purpose

**Job Title:** ICT Support Officer (e-Sgoil)

**Job Number:** 9243

**Department:** Education, Skills & Children’s Services

**Grade:** F

**Location:** Schools ICT Support Team

**Date:** 2022

**Responsible to:** Director for Education, Skills & Children’s Services; in the first instance to the Senior Systems Support Analyst

# ICT Support Officer

# Duties

1. Assist with the implementation of secure management procedures for new and existing network infrastructures in schools.
2. Assists with the installation of core curricular administration and teaching software applications on school LANs.
3. Assist with the installation of new-build and re-build configuration templates for server and client platforms on school LANs.
4. Assist with the provision and maintenance of email, chat-room and internet services for teaching staff and pupils in schools.
5. Assist with the annual bulk (and occasional) processing of User Ids and Passwords to grant correct and secure access to relevant school LANs and personal email accounts for respective teaching staff and pupils.
6. Assist in the provision of efficient day-to-day administration and maintenance of school networks plus daily/weekly back up routines and backup test procedures for data backup.
7. Assist with the installation and updating of anti-virus protection for network servers and client system in schools.
8. Provide software/hardware troubleshooting, fixes and repairs for computers and peripheral devices used by schools.
9. Provide troubleshooting and repairs for audio visual devices used by schools.

**General Accountabilities**

1. To ensure that all information received and disseminated, whether verbal, written or electronic concerning all employees, prospective employees or service users is treated in the strictest confidence and that all such information held is regulated and controlled in a similar manner in compliance with Data Protection legislation.
2. To ensure compliance with Standing Orders and Financial Regulations of the Comhairle.
3. To ensure that all duties and responsibilities are performed in a safe manner so that no risk to health and safety arises to yourself, any other employee or member of the public.
4. As the Comhairle is committed to the effective management of risk, it is the responsibility of all employees to carry out their duties and responsibilities with adequate regard for Risk Management as outlined within the Comhairle’s Risk Management Policy.
5. To comply with the Comhairle’s Equal Opportunity Policy in Service Delivery and Employment, thereby promoting a fair and quality service to all.
6. To keep under review your own development needs. Learning needs should be discussed and determined at your annual Performance Appraisal and you will be required to undertake training as identified and as appropriate and required for the effective performance of the duties of the post.
7. Any other duties or responsibilities that may be need to be allocated from time to time to ensure the efficiency of the service.



**Comhairle Nan Eilean Siar**

**PERSON SPECIFICATION**

THIS FORM LISTS THE ESSENTIAL AND DESIRABLE CRITERIA REQUIRED. APPLICANTS WILL BE LEETED ON THE BASIS OF MEETING THE CRITERIA. PLEASE ENSURE YOU COMPLETE YOUR APPLICATION FORM CONSIDERING THE CRITERIA BELOW.

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| --- | --- | --- | --- |
| **Post Title:** | ICT Support Officer | **Post Number:** |  |

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| --- | --- | --- | --- | --- |
| **CRITERIA** |  | **ESSENTIAL** |  | **DESIRABLE** |
| **Knowledge** | E1  E2  E3  E4  E5 | Installation and troubleshooting procedures for Microsoft OSs and applications.  Hardware installation and support.  Knowledge required for basic networking concepts.  Familiarity with concept of server-based computing.  Familiarity with server setup and configuration in a secure Windows environment. |  |  |
| Skills and Abilities | E6  E7  E8  E9 | Must be able to co-operate well with other members of a small team.  Good inter-personal skills in order to deal effectively with users.  Ability to interpret user requirements and translate them into a working solution.  Good oral and written communication skills. |  |  |
| Education andExperience | E10 | Minimum HND IT qualification. | D1 | Proven work experience in a similar post. |
| Other Factors | E11  E12  E13  E14 | Must work well under pressure.  Should display a degree of personal initiative.  Must be physically fit.  Full, clean unrestricted Driving Licence |  |  |