

Role Profile

Post Title:	Technician (ICT Schools)
Grade:	7
Date Created:	1st May 2015

ROLE DEFINITION

Provide school based technical support to teaching staff and pupils.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Undertake inspections of portable appliance equipment at a frequency specified by the HSE Portable Appliance Testing (PAT) guidelines. Ensure accurate records are kept of inspections and tests carried out and action taken or recommended.
- Carry out inspection, maintenance and repair of equipment, arranging for external agencies to repair equipment as and when required.
- Providing advice, assistance and demonstrations to teaching staff and pupils, assisting teaching staff with the digital examinations and the practical aspects of the development of the curriculum.
- Liaise with IT Services in respect of equipment covered by the Service Level Agreements (SLA) and on matters requiring clarification in terms of the managed service for networks.
- Responsible for the day to day running of all ICT equipment ensuring that appropriate components of computer systems, associated peripherals, software and other ICT learning materials are in good working order for the purpose required.
- Ordering, receipt and checking of equipment and materials and maintenance of stock records.



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- General security of tools, equipment and materials.
- Preparation and processing of digital photos and video editing.
- Assist with issues relating to software, inventories and licenses.
- As a member of the Technician team within the school, provide assistance to colleagues where required, under the direction of the Senior Technician / Headteacher, including:
 - Operation /setting up of audio-visual presentation equipment.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	SVQ Level 3 or equivalent certificate in an engineering discipline or craft apprenticeship in an engineering discipline	Advanced qualification in a relevant discipline	- Application Form - Interview
Experience	- Experience of supporting PC clients in a network environment - Ability to give advice in future plans for ICT - Ability to carry out routine maintenance on PC's and peripheral equipment	- Experience of supporting Apple Macintosh - Working in a school environment	- Application Form - References - Interview
Specialist Knowledge	Awareness of current Health & Safety legislation	- Developed interest in a particular area of technology - PAT testing qualification	- Application Form - Interview - Pre/Post-Interview Check (if appropriate)



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Skills and Abilities	• Work on own initiative and with minimum supervision • Ability to adapt to school environment • Written and verbal communication skills • Ability to work in a team • Demonstrate initiative and work creatively • Ability to prioritise tasks • Ability to work flexibly	• Communicate at all levels, within schools, other educational establishments, suppliers and Technician Services	• Application Form • References • Interview
Other	• Willing to undertake training • Required to join the PVG Scheme for this type of regulated work	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
<u>Focus</u> we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
<u>Passion</u> we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
<u>Inspiration</u> we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

