

Job details	
Job title	ICT Administrator
School	
Section	
Location	
GR Number	GR9043
Grade	Scale D
Responsible to	ICT Service Manager
Responsible for	
Effective date	

Role and context
<p><b>Job purpose</b></p> <ul style="list-style-type: none"> <li>• To co-ordinate ICT service administration tasks and functions within the school and to promote compliance with agreed standards.</li> <li>• To maintain a log of all ICT-related problems and actively progress each problem to resolution.</li> <li>• To maintain a log of approved changes to the ICT service to assist with problem resolution.</li> <li>• To produce performance statistics for the ICT service including number of problems, number of changes, service availability and component capacity.</li> <li>• To maintain an inventory of the school's ICT equipment, software, licence and component portfolio and ensure that additions, upgrades, changes and disposals information is current</li> <li>• To keep abreast of advances in technology and ensure that school staff are aware of opportunities to enhance teaching, learning administration and management.</li> </ul>
<p><b>Context</b></p> <p>Job family: ICT</p>
<p><b>Other Job Information (e.g. any special factors or constraints)</b></p>

<b>Principal Accountabilities</b>	
<b>Accountability</b>	<b>Order of importance</b> (1 = most important etc)
To co-ordinate the administration of ICT tasks and functions at the school, ensuring that standards of data integrity, security and access are maintained	<b>1</b>
Under the guidance of the ICT Service manage ensure that data is backed up and that an off-site copy is available in the event of a disaster.	<b>2</b>
To maintain an ICT equipment, software licence and warranties database and carry out an annual audit.	<b>3</b>
To assist in the provision of a basic level of technical support to all school staff users to resolve straightforward problems, and refer complex problems to the ICT Service Manager.	<b>4</b>
To maintain a log of problems and changes.	<b>5</b>
To provide basic advice and instruction in the use of ICT equipment.	<b>6</b>
To administer the loan of ICT equipment to staff, maintaining a register of items on loan and ensuring timely return of equipment at the end of the loan period.	<b>7</b>
To maintain a timetable for the ICT suite(s).	<b>8</b>
To collate, produce and distribute user guides/training materials for school information systems as required.	<b>9</b>
To participate in meetings as required.	<b>10</b>
To undertake such other duties as may be delegated or assigned commensurate with the level and grading of the post.	<b>11</b>

Person specification	
Essential	Desirable
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>NVQ 2 or equivalent in relevant discipline.</li> <li>Good numeracy/literacy skills.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant qualifications with practical experience in ICT service administrative tasks to support a teaching and learning environment.</li> </ul>
<b>Experience</b>	
<ul style="list-style-type: none"> <li>General or secretarial and administrative work.</li> <li>Practical experience in co-ordinating the activities of others, with particular emphasis on ICT service administration and the overall need to support teaching staff operating in a school environment.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrable experience in introducing efficiency, in simplifying processes or tasks and in researching or monitoring information and records to identify problems and make recommendations with regard to problem resolution.</li> <li>Ability to interpret statistics and information to safeguard against detrimental performance to achieve improvement.</li> <li>Knowledge of ICT service administration procedures used in schools.</li> </ul>
<b>Skills/knowledge</b>	
<ul style="list-style-type: none"> <li>Customer focus.</li> <li>Ability to work within set time constraints.</li> <li>Understanding of the school environment and constraints.</li> <li>Organisational and liaison skills.</li> <li>Ability to relate well to children and adults. Work constructively as part of a team, understanding school roles and responsibilities and your own position within these.</li> <li>Ability to identify own training and development needs and co-operate with means to address these.</li> </ul>	<ul style="list-style-type: none"> <li>Analytical and problem solving skills.</li> <li>Knowledge of networking and desktop computing.</li> <li>Understanding of local government and the workings of the Education Department.</li> </ul>

<b>General information</b>
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- The job descriptions details the main outcomes required and should only be updated to reflect **major changes** that impact on the outcomes of the job
- Job holders must be aware of and comply with all current guidance, policies and procedures relating to safeguarding and ensure that they are in accordance with statutory and school safeguarding requirements at all times.
- Job holders must ensure that they have read, understood and act in accordance with current school policies, particularly those intended to protect children and employees, for example, health, safety, welfare, safeguarding and inclusion.
- All work performed/duties undertaken must be carried out in accordance with relevant County Council, department and school's policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.