CROFTON SCHOOL

Role:	**Senior ICT Technician**
Grade:	D
Working hours:	37 Hours per Week
Working days:	52 weeks per year, Monday – Friday as instructed by the Headteacher/your line manager.
Location:	Crofton School
Reports to:	Operations Manager

This role profile does not define in detail all the duties and responsibilities of the post. Your attention is drawn to the Crofton School Staff Handbook, which gives details of current school routines.
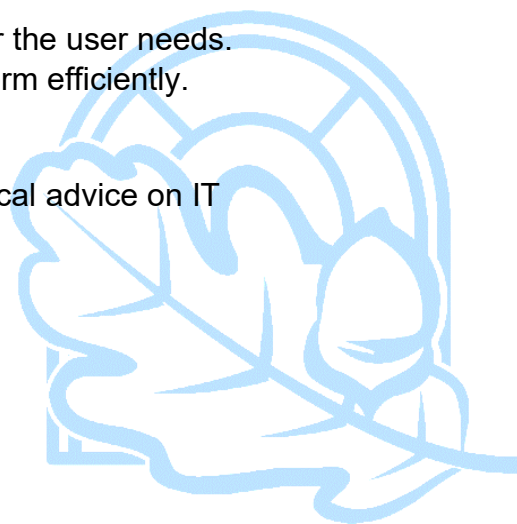
Job Purpose:
- Support the school networks, ensuring that the needs of the curriculum and administrative teams are met in terms of IT support.
- Maintain a high degree of knowledge on network systems.
- Develop and implement a comprehensive, effective and efficient administrative support service to meet school requirements.
- Ensure data systems used by the school are functional.
- Working with HISP IT leads to deliver operational and strategic support to the school in line with Trust objectives

Roles and Responsibilities:
Hardware and Software Support
- Providing technical support on all hardware issues.
- Investigating and where possible repairing faults.
- Liaising with IT support companies re maintenance issues.
- Assisting the HISP central team in procuring new equipment relating to the schools IT requirements.
- Set up new equipment and ensure that it is suitable for the user needs.
- Maintain the school networks to ensure that they perform efficiently.
- Regularly checking all IT equipment
- To manage printers and printer quotas.
- Investigating and testing new systems and give technical advice on IT developments within the school.
- Installing and upgrading software.
- Providing support on all software compatibility issues.

- Keep abreast of software and hardware developments
- Ordering software obtaining the best value.
- Loading new software to the network/deploying cloud-based software
- Administer the use of the internet, ensure that Home/School agreements are completed and filed
- Responsible for overseeing the set-up of user profiles and new users.
- Ensure that back up procedures are maintained, testing where required
- Ensure that virus protection is up to date on all networks and standalone machines
- Provide network and peripheral support to staff during lessons
- Regularly checking file storage and memory capacity. Carrying out housekeeping on networks as necessary.
- Be familiar with common software and offers advice to users.
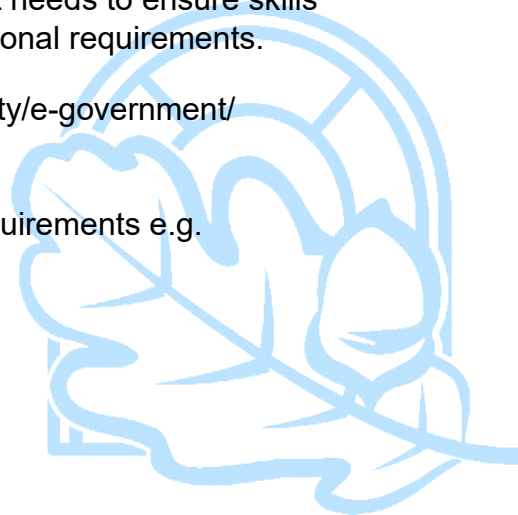
Administration/General
- Ensure that the school complies with all licensing requirements, highlighting any discrepancies.
- Ensure that there is a full inventory of all IT equipment, noting all repairs, the location of the equipment, the age and condition and all serial numbers.
- To direct the Junior IT technician to assist in the delivery of a professional IT service.
- To assist in the ongoing development of IT systems to enable the delivery of an electronic classroom and the delivery of future administrative systems.
- Maintain efficient stocks of computer consumables.
- Security mark and record all new IT equipment arriving in school and maintain up to date records.
- Work closely with staff to ensure the efficient use of networks.
- Operate a booking system for digital equipment.
- Provide training and support to other technicians
- Managing the IT consumables budget and repair of computers budget.

Management of Staff:
- Provide effective line management of the IT Assistant, including induction, performance management, and ongoing professional support.
- Support the recruitment and appointment of IT staff, contributing to selection, onboarding, and induction processes.
- Plan, allocate, and prioritise work across the IT function to ensure efficient service delivery and clear accountability.
- Maintain accurate and compliant records in line with HISP policies and relevant legislative requirements, including staff and departmental documentation.
- Identify, review, and support training and development needs to ensure skills remain current and aligned with service and organisational requirements.

Corporate and statutory initiatives - equalities/health and safety/e-government/ sustainability:
- Ensuring equipment is maintained to a safe standard.
- Ensuring that the school adheres to all the IT legal requirements e.g. licensing.

- Working with the Trust Head of IT to ensure compliance with trust IT and Cyber Security Policies

Safeguarding and Confidentiality
- Be aware of and comply with policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to an appropriate person.

Health and Safety:
- Be fully aware of health and safety regulations.
- Be familiar with fire and other similar evacuation procedures and to act in accordance with them in any emergency situation.
- Take responsible care for the health and safety of yourself and others who may be affected by your actions or omissions at work.
- Cooperate with any requirements to adhere to Statutory or other safety regulations.

Additional Duties:
- Carry out any additional duties as may be reasonably required by the Headteacher or your line manager.

Review:

This role profile will be reviewed annually during the performance management and may be amended after consultation.

Date Reviewed: January 2026

Reviewed by: Operations Manager / HISP Head of IT

Additional notes: