



St Peters Catholic Secondary School

Job Description – Band B - ICT Support Assistant

Salary Range: Band B

Hours of Work: 37 hours per week - Permanent – Full Year

Responsible to: IT and Data Manager

Core Purpose:

- The ICT Support Assistant will deliver a range of support duties under the direction of their supervisor. They will be involved in resolving a wide range of ICT issues or contributing to new programmes and projects.

Main Duties

- To maintain effective working relationships both within their own team and with wider stakeholders.
- To use appropriate methodologies, tools and best practice as directed by their supervisor.
- To understand and adhere to company policies and procedures in their work area.
- To undertake duties to meet the needs of the service and work within established service level agreements.
- To adhere to monitoring, compliance, and audit procedures.
- To assist in business application support within their work area and undertake tasks utilising agreed standards and procedures and work with periodic supervision.
- To assist colleagues in regular liaison and provide professional advice and support to a wide range of internal and external stakeholders.
- To be responsible for maintaining their own knowledge and skillsets across a wide range of applications as directed by their supervisor.
- To contribute to the evaluation of business processes and, using best practice, identify options for improving efficiency and effectiveness of operational delivery.
- Engage in floor walking in our school to provide proactive troubleshooting of IT Technical and end user systems issues, endeavouring to resolve issues first time through own knowledge or through an understanding of the wider Innovate resource who can provide support.
- To contribute to the development of information technology security policies, standards and guidelines and maintain an awareness of associated risks and issues.
- To investigate faults within the assigned work area, using appropriate diagnostic tools and techniques and seek guidance on their resolution as necessary.
- To be responsible for understanding and complying with the General Data Protection Regulation and communicate risks and issues as appropriate.
- To prioritise and promptly diagnose incidents and problems in accordance with agreed procedures, escalating if unresolved or requiring specialist or managerial direction.
- To escalate issues which cannot be resolved locally to supplier support services as per agreed procedures, track the progress of escalated issues and liaise with suppliers to enable resolutions.



Professional Behaviour

- To be professional and respectful towards all colleagues, and to address any concerns through proper channels.
- To be professional, fair and firm with pupils, demonstrating the sort of politeness and respectfulness that we wish them to emulate.

People

- Collaboration with Class teachers, LSAs, as well as the rest of the staff.

Safeguarding

- Support the Headteacher in promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom she/he is responsible for or comes into contact with. The postholder must read and understand the most recent Part 1 of Keeping Children Safe in Education, signing to state that this has been completed.
- Carry out Annual Safeguarding training.
- Refer any safeguarding issues to the school's DSL immediately and record concerns on the relevant IT system.
- Ensure compliance to Safeguarding Policies and Procedures within the MAC.

Health and Safety

- Health and safety laws require all employees to help the School maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the School, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.
- All duties and responsibilities must be carried out in line with the School's Health and Safety Policy and any local safety procedures.

Policies & Procedures

- The post holder will be accountable for ensuring that he/she is aware of relevant school policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Information Management

- As an employee of the School, the post holder will be expected to manage information in accordance with School policies. The post holder will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of the General Data Protection Regulations 2018.

Mobility

- Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the school they may be required.



Equal Opportunities

- Our Lady and All Saints Multi Academy Company is committed to Equal Opportunities and expects all staff and volunteers to recognize and value differences and to treat everyone with dignity and respect.

Variation to Job Description

- Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the School therefore retains the right to amend job descriptions to reflect changing requirements.

Training and Development

- The school is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

St Peter's Catholic School, part of Our Lady and All Saints Multi Academy Company (the MAC), has a responsibility for and is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups. All employees and volunteers are expected to share this commitment.