

Role Title				
ICT Support 1				
Purpose of the role (job statement)				
To contribute to the delivery of an effective ICT support service throughout the school to respond to identified need, ensure continuity of service and achieve planned reporting objectives and deadlines.				
Responsibilities				
Key duties:				
<ol style="list-style-type: none"> 1. Contribute to the effective performance and service provision of ICT services to minimise disruption 2. Participate in the collection, collation, processing and storage of data and information to comply with school reporting requirements 3. Implement routine manual and computerised systems, practices and procedures to ensure that data and information is current, relevant, effectively and securely collected and that reporting complies with planned outcomes and obligations, reporting any concerns as required 4. Maintain the integrity and security of all systems by use of appropriate user protocols and undertake related monitoring and reporting 5. Provide user support to identify and respond promptly to routine system or process issues that arise within an agreed framework of performance criteria 6. Support contingency arrangements to respond to any unforeseen or unplanned circumstances that may arise to maintain the safety and security of data and information, maintain security and minimise disruption. 				
Indicative knowledge, skills and experience				
<ul style="list-style-type: none"> • Up to date technical knowledge of ICT, equipment, services, facilities all hardware and software applications to support learning and management within a school environment. Knowledge / skills equivalent to national qualifications level 3. 				
NJC Job Evaluation Assessment				
Factor	Relevant Job Information		JE Level	Score
1.	Knowledge	Requires a range of technical ICT knowledge / skills with hardware and software to support ICT services. Knowledge and skills equivalent to national qualifications level 3.	3	60
2.	Mental Skills	Skills for analysis of a variety of ICT issues; monitors and reports on system integrity and security.	3	39
3.	Interpersonal & Communication Skills	Communicates with staff and pupils as part of ICT technical support to solve issues and provide IT-related information and assistance	2	26
4.	Physical Skills	Keyboard skills for data processing	2	26
5.	Initiative & Independence	Makes decisions on routine issues relating to system procedures and issues. More difficult issues referred upwards.	2	26
6.	Physical Demands	Working sometimes in confined and awkward spaces with short periods of greater effort e.g. moving IT equipment.	2(b)	20
7.	Mental Demands	Work in IT support is regularly interrupted, although this does not normally require switching from one activity to another. Short periods of concentrated mental attention	2(c)	20

8.	Emotional Demands	Exposure to emotionally demanding situations is infrequent.	1	10
9.	Responsibility for People	Provides internal ICT user support service for the benefit of pupils	2	26
10.	Responsibility for Supervision	May demonstrate own duties to new or less experienced staff.	1	13
11.	Responsibility for Financial Resources	No financial responsibilities	1	13
12.	Responsibility for Physical and Information Resources	Responsible for supporting and maintaining ICT systems and services.	3 (b)	39
13.	Working Conditions	Work normally in an office or similar environment	1	10
Total				328