



Job Description

Job Title:	ICT Support Officer
Location:	Mount St Mary's College & Barlborough Hall School
Responsible to:	IT Manager

All staff have a responsibility and duty of care to safeguard and promote the welfare of pupils. Staff must be aware of the systems within the school which support safeguarding and must act in accordance with the School's Safeguarding and Child Protection Policy. Staff will receive appropriate child protection training which is regularly updated.

Main Purpose of the post

The ICT Support Officer will be responsible for supporting the IT systems and all users within the School. This role will also provide support for a wide range of IT tasks, from replacing printer cartridges, maintaining asset register and undertaking small projects as instructed by the IT Manager and Network & Systems Administrator.

Main duties and responsibilities

- Provide IT support for the School as required across both sites.
- Log and analyse all IT Incidents, problems and changes received via telephone, e-mail and verbal requests.
- Manage the School printers, report issues to supplier and replace toner and staples
- Setup and configure laptops and desktops as instructed by Network & Systems Administrator
- Ensure that the asset register is accurate and up-to-date
- Create procedural documentation and relevant reports
- Undertake on-site support and installations of hardware and software
- Undertaking small to medium-sized IT projects

Training & Development

- Ensure you set personal targets for yourself and take responsibility for your own continuous professional development.
- Maintain up to date knowledge of emerging developments within the IT sector
- Attend any training required by the school
- Read, understand and be competent in the School's Safeguarding Policies and Procedures.

Headmaster: Dr Nicholas Cuddihy B.Rel.SC., MSc.,Ed.D

Mount St Mary's College
College Road, Spinkhill, Nr Sheffield S21 3YL

(t) 01246 433 388

(e) headmaster@msmcollege.com

Headteacher: Mrs Karen Keeton BMus (Hons) PGCE

Barlborough Hall School
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Company Registered in England No. 05884126
Registered Charity No. 1117998. Registered Office:
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Health & Safety

Under Health & Safety legislation, you have a responsibility to yourself and others for ensuring adherence to the School's Health & Safety Policy by:

- Reporting all accidents and unsafe situations to your line manager and in accordance with School policy.
- Cooperating with others on health and safety, and not interfere with, or misuse, anything provided for your health, safety and welfare.
- Following any training you receive when using any work item provided

All School staff are expected to:

- a. Work towards and support the School's vision and the current objectives
- b. Support and contribute to the School's responsibility for safeguarding and promoting the welfare of children and young people, adhering to all safeguarding policies and procedures.
- c. Value, promote and advance equality and diversity
- d. Work within and adhere to the School's health and safety policy to ensure a safe working environment for staff, students and visitors
- e. Adhere to Data Protection principles and policy, ensuring confidentiality of the School's activities is maintained in order to protect the integrity of the organisation and its people
- f. Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.
- g. Engage actively in the performance review process
- h. Undertake other reasonable duties commensurate within the grade as required from time to time

The above duties are not intended to be exhaustive and you may be required to carry out other duties commensurate with the post which do not change the character or purpose of the post and are necessary to meet the needs of the School and maintain high standards of business practice.

A full clean driving license would be preferred as transporting equipment and travelling between sites is a requirement of the role. Occasionally, working at heights will also be required.

The School is committed to safeguarding and promoting the welfare of children and young people. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

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PERSON SPECIFICATION

POST NAME: ICT Support Officer	Ess	Des	MOA
EDUCATION & TRAINING			
Educated to GCSE level or equivalent	*		A/C
Professional IT qualification. E.g. Microsoft Certification		*	A/C
WORK EXPERIENCE			
Experience of working in an IT support environment	*		A/I
Experience of working in a school IT environment		*	A/I
KNOWLEDGE			
Patching of network and phone cables		*	A/I
PaperCut Print Management Software		*	A/I
Microsoft AD, Exchange and Office 365		*	A/I
iPads or IOS		*	A/I
iSAMS Management Information System		*	A/I
Safeguarding and child protection awareness.		*	A/I
Knowledge or experience of using database systems. i.e. SQL		*	A
Have knowledge of the General Data Protection Regulations 2018		*	A/I
SKILLS			
MS Operating systems (Windows 7 and above)	*		A/As/I
MS Office 2010 and above	*		A/As/I
Outlook client & web based email	*		A/As/I
Networking, LAN, WAN, TCPIP and wireless technologies	*		A/As/I
Managed Printers/Copiers	*		A/As/I
Installation of software/hardware	*		A/As/I
Interactive White Boards & Projectors	*		A/I
Trouble shooting and resolving issues	*		A/As/I
Good organisational skills - prioritise workloads and meet deadlines	*		I/R
The ability to work with discretion at all times	*		I/R
Excellent communication skills: written, verbal and listening	*		A/I
PERSONAL ATTRIBUTES			
Acts as a positive role model with behaviour consistent with the values of the School	*		I
A strong work ethic with a 'can do' attitude and attention to detail	*		I/R
Commitment to providing excellent customer service	*		I/R
Approachable, calm and diplomatic	*		I
Good time management	*		I/R
Independent means of travel	*		A/I

Method of Assessment (MOA)

Key: A = Application; I = Interview; Assessment = As; R = Reference; C = Certificate

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