ST JOSEPH'S SPECIALIST TRUST

Job Profile

Senior ICT & Media Technician

Name:

Date:

Job Context:

St. Joseph's Specialist Trust is a non-maintained specialist school and college, registered children's home and adult supported living function (together "St Joseph's" / the "Trust") with approximately eighty four students and ten tenants. It has a staff of around 250.

This job profile recognises the requirements of the Trust's current Pay Policy and reflects the vision, aims and policies established by the Trustees.

Title:

Senior ICT & Media Technician

Job Purpose:

The Senior ICT & Media Technician will support the effective use of technology across the Trust by maintaining ICT systems, providing technical support to staff, students and tenants, and ensuring all telephone, media and audio-visual equipment is functional and accessible. The role is essential in enabling a safe, secure, and inclusive digital environment that supports teaching, learning, and communication.

Working within a special needs setting, the technician will be expected to demonstrate patience, empathy, and adaptability when supporting young people with additional learning needs. They will play a key role in preparing assistive technologies, supporting sensory room equipment, and helping staff to integrate ICT and media tools in a way that enhances engagement and accessibility. Supporting staff with set up and running of virtual meetings, supporting staff with set up and running of media based presentations for all events such as celebrations collective worship and training.

Accountable to: (for management)

Head of ICT

KEY ACCOUNTABILITIES

- Due to the nature of our environment and the challenges posed by our students, physical and mental resilience is required.

- Every member of staff is required to complete and pass team teach positive behaviour support training before employment begins and refresher training annually thereafter.

Policy and Leadership

- To have a good working knowledge and understanding of all Trust policies.

- Working within the support services team ensure all policies are vigorously adhered to in practice, particularly in relation to health and safety and security, to minimise risks to the Trust, the staff and the students.

- To work within the framework of the Trust's statutory and accounting procedures. To always apply the highest standards of accountability, ethics and confidentiality to all work practices.

- To mentor and provide support and guidance to less experienced members of the finance team sharing gained knowledge.

- Engage with the Trust's Performance Management programme, ensuring continued professional development.

- To attend and contribute to staff meetings, open evenings and/or consultation evenings as required by the Trust.

Management of Administration and Resources

- Assist with the effective day-to-day maintenance of all Trust computer systems and ICT equipment, including all entry systems.
- Install, configure, and test new hardware and software for use of staff, children and young people.
- Diagnose and repair routine faults in Trust computers, iOS devices, printers, peripherals.
- Liaise with third-party providers for escalated service/repair needs and monitor cases through to resolution.
- Maintain the sensory room and other specialist AV/media equipment in good working order.
- Support the use of classroom presentation and communication tools such as interactive whiteboards, visualisers, and projectors.
- Operate an ICT Help Desk system, providing prompt, open, and effective first-line support for staff and students.
- Provide informal training and guidance to staff in the use of Trust ICT systems and software.
- Assist staff with tasks such as video editing and presentation formatting.
- Support and troubleshoot basic issues related to the Trust's telephone system, where possible.
- Ensure compliance with all relevant Health and Safety legislation relating to ICT and electrical equipment.
- Confirm that all ICT devices and equipment are PAT tested as per school policy.
- Maintain an accurate and up-to-date inventory of all ICT and CCTV equipment, including tracking of software licences.
- Ensure all hardware is asset tagged and kept securely on-site, unless authorised for loan.
- Oversee the secure disposal of obsolete equipment, ensuring complete data removal and removal of all identifiable Trust information.
- Assist with the management and distribution of general office/ classroom /department IT and stationary resources.

Goods and Services

- Assist in the secure delivery, setup, and storage of new ICT equipment and accessories.
- Support procurement processes by liaising with suppliers and ensuring the timely provision of goods and services.

Evaluation and Quality

- Ensure the IT and network are working correctly to make the work as efficient as possible.
- To provide continuity in support to the Trust, providing reliable, consistent support delivered on time.
- At all times maintain confidentiality and comply with the data protection policy and procedures.

Communication

- In an approachable, professional and timely manner communicate effectively with all levels of staff and other stakeholders as required.

Other requirements of the role

- Undertake other tasks as reasonably required to carry out the role of ICT & Media Technician
- To carry out other reasonable requests made by the Executive Principal and Head of ICT, Core Senior Leadership, Governors and/or Trustees.

This job profile is drawn up in the light of the following statement.

'The role of ICT & Media Technician is much valued within St Joseph's Specialist Trust'

"St Joseph's Specialist Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment".

Signature: _____ _____

ICT & Media Technician **Executive Principal**

Date: _____ _____