



## Role Description

Post Title:	ICT Technician
Post Number:	CCFS23
Department:	Policy & Transformation Department
Grade & Salary:	SCP 12 - 17
Reports To:	Team Manager - Primary Schools ICT

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## Purpose

To provide on-site and remote ICT support to the St Helens Primary Schools.

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## Responsibilities & Outcomes

1. Provide 1<sup>st</sup> and 2<sup>nd</sup> Line ICT Support to the St Helens Primary Schools.
2. Manage Incident and Service Request workloads through the ICT Service Desk System.
3. Provide on-site and remote ICT support to the schools determining the course of action required and implementing resolutions to incidents.
4. Deliver day-to-day support, diagnosis and problem resolution of issues affecting PC hardware and peripherals, operating systems and software
5. Determine the best solution based on the issue and details provided by customers.
6. Support wired and wireless networks in schools.
7. Provide technical assistance to teachers and other school staff within and outside of the classroom.
8. install and configure Microsoft operating systems both desktop and server.
9. Support server services such as Active Directory and Group Policy.
10. Deploy software and configuration policies via Microsoft Systems Centre and Microsoft Intune.
11. Complete backup checks to ensure backups are completed as configured.
12. Maintain asset lists for ICT assets in schools.
13. configure Apple devices using approved configuration and agreed device management policies.

14. Direct unresolved issues or requests to the next level of support personnel.
15. Provide accurate information on IT products or services.
16. Record events and problems and their resolution using the Service Desk system.
17. Follow-up and update customer status and information.
18. Record any feedback or suggestions which would improve the delivery of the ICT service.

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## Relationships

Key internal and external contacts

Within the organisation

- Council IT Staff

At a borough level

- Staff & Pupils in School, 3<sup>rd</sup> Party Support Contacts

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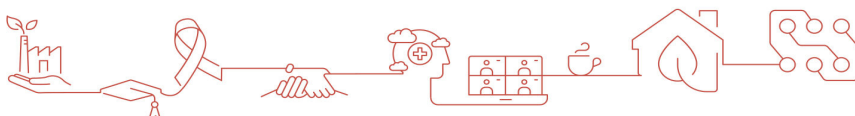
## Generic responsibilities

These are standard responsibilities to be included in all job descriptions to ensure consistency across the Council

- To contribute to ensuring the function's business targets are met, in accordance with best practice, to agreed specification, and with full compliance with health, safety, professional standards, statutory and other relevant legislation.
- To work collaboratively with Council colleagues as and when required.
- To behave in accordance with St Helens accountabilities framework and the Council's Code of Conduct a fundamental aspect of which is the "Seven Principles of Public Life".
- To comply with the Council's Policy Framework.
- To undertake training and development as required.

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**The Council guarantees an interview to disabled applicants who demonstrate they meet the essential job criteria.**



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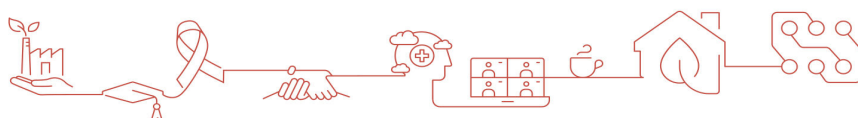


**This post is not subject to Disclosure.**

**This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).**

**The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.**

**Date Prepared: 8<sup>th</sup> December 2023**



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