

## Anglesey County Council

### Job Description

Job Title: **Digital Technician**

Job Number:

Directorate: **EDUCATION**

Service Unit: **Ysgol David Hughes**

Grade: **4, point 11 – 17 (pro-rata)**

#### General Purpose of the Job

Provide ICT support to staff and pupils aged 11-18, and maintaining the schools' administrative resources and systems.

#### Main Responsibilities / Key Tasks:

##### Infrastructure Management

Forward concerns/problems to IOA ICT department and supporting the process of researching/testing.

##### Hardware and software maintenance

- Responsibility for the effective use of the SIMS network within the schools - promoting the use of SIMS by all staff.
- Manage the reporting system for defects in the ICT systems within the schools.
- Respond promptly to defects/problems, as reported by staff .
- Maintain an up-to-date list of all the software installed on the schools' systems and the associated licenses.
- Ensure the effective operation of the schools' software and purchase new software as needed.
- Manage the use of websites in accordance with the schools ICT policy .

##### Security

- Act as Senior network user with responsibility for all security for the schools' network infrastructure.
- Design and implement a strategy to limit the threat to viruses and other malicious software within the schools.
- Provide and manage a backup strategy to ensure that the schools' data is fully protected .

- Occasionally carry out a review of security, including access rights, permissions and user changes.

#### **Manage communications and websites**

- Manage and maintain the schools website, information screens and social networking sites eg Twitter – provide training for staff who add, edit and amend content.
- Regularly review the websites, information screens and social networking sites to ensure that they comply with LEA regulations and policies and to ensure that they have a modern and fresh appearance.

#### **Acquisition**

- Manage the schools' printing budget.
- Procuring quotes for budget holders within the school for IT equipment, consumables and software.
- Monitor and organize stock within the agreed budgets, manage the cataloging and labeling system of equipment, machinery and ICT materials. Carry out stock checks as required.
- Label new equipment electronically with the name of the school, LEA etc.
- Maintain a detailed and accurate record of all ICT equipment stock. Ensure a regular review of the relevant database in order to ensure an accurate and current record at any time.

#### **Other responsibilities**

- Ensure that the school's ICT infrastructure and network is fit for purpose and fully supports some key systems:- Assessing and reporting on pupils' performance, Internal and external Examinations and Additional Needs including pupils' statutory statements etc.
- Manage printer renewal and consumables.
- Carry out any other reasonable duties allocated by the Headteachers of the schools and the Senior Management Teams.

### **Position in the Institution:**

**Report to:** Head of School David Hughes

**Responsible for:**

**Supervised staff :**

Financial Resources

Level: A,B or C? Indicative Value £

## Physical Resources

Land and Buildings - Number/area	Value £
Equipment / Vehicles / Machinery – Number	Value £
Information Systems – Number/volume:	Value £

## Delegation

Some of the day to day tasks are delegated to support staff.

## Job Requirements:

### ***Physical Requirements***

Ability to perform physically demanding duties eg lifting and carrying equipment, working in restricted/confined positions and working at heights.

### ***Mental Requirements***

***It is necessary to concentrate mentally for extended periods in order to solve urgent ICT problems which have an impact on the school's staff and pupils.***

***The officer will be under great pressure on a regular basis for extended periods in order to implement projects. They'll need to move from one thing to another to align with changes in priorities, this can happen on a daily basis.***

### ***Emotional Requirements***

***Urgent issues arise that need to be resolved immediately.***

***Manage conflicting demands to deliver work to tight timescales.***

***Prioritise according to seriousness and therefore deal with users who haven't received the support they have needed at times.***

## Language Requirements:

**Job - Welsh ESSENTIAL (see job assessment - Welsh Language Skills)**

### ***Speaking:***

Welsh

Basic conversation / information sharing

Detailed discussion / interview / inspection

Presentations

Advocacy / representation

English

Basic conversation / information sharing

Detailed discussion / interview / inspection

Introductions

Advocacy / representation

Another

Please state: N/A

Basic conversation / information sharing

Detailed discussion / interview / inspection

Introductions

Advocacy / representation

**Written:**

Welsh

Record simple messages / emails

Write letters

Prepare reports and public documents

English

Record simple messages / emails

Write letters

Prepare reports and public documents

Another

Please state: N/A

Record simple messages / emails

Write letters

Prepare reports and public documents

Working Arrangements and Conditions:

**Working week: Monday-Friday**

Contractual hours: **37.5 hours per week – Full time**

Spread: **39.4 weeks per year**

**Designated work location:**

David Hughes School

**Bilingualism Requirements (Welsh & English):**

ESSENTIAL

Usual Work Location

Usually in the office

In the office but with some site visits/home/meetings

Role involving significant travel with occasional visits to designated work location

**Business travel**

No business travel

Some business travel. The post holder may be required to provide their own vehicle

Some business travel. A Council vehicle may be provided to the post holder

The post holder is employed as a driver/needs to operate specialist machinery

***Facing adverse working conditions***

Environmental

- Minimal / common office environment
- A thing
- Substantial

Aggressive/Difficult Clients

- Minimum
- A thing
- Substantial

***Other Conditions:***

Flexibility/ Work Limitations

Politically Restricted Position

- Yes
- No

Provision of a Home/ Mobile phone

- Yes
- No

Provision of Safety Clothing:

- Yes
- No

Flexibility

Your attention is drawn to the fact that in some cases duties and responsibilities are difficult to define and could vary from time to time without changing the general character of the duties and the level of responsibilities involved. In addition, all employees are required to accept an element of flexibility in duties and responsibilities and when there is a need to exchange within the organization in order to meet the needs and requirements of the service. Such requirements will mean that the specific expertise of the post holder will be developed and used to the maximum for the benefit of the employer and the employee alike.

Date of Preparation of this Job Description document: April 2024

## **Anglesey County Council - Person Specification**

### **1. Education and Training**

#### ***The minimum educational/professional requirements or vocational qualifications for the post***

##### **Essential**

1.1.1 Deep understanding of ICT

1.1.2 A good standard of education, a minimum of 5 GCSEs Grade AC.

1.1.3 Ability to work constructively and flexibly as part of a team, giving input constructive to the management of the schools.

1.1.4 Ability to work under pressure, with the ability to work flexibly and to respond back changes in the work programme.

##### **1.2 Desirable**

1.2.1 Experience of working within a busy school environment with the ability to deal with conflicting priorities.

1.2.2 A recognized computer/network management qualification at Level 4 or above.

1.2.3 Knowledge of and awareness of policies/procedures/code of practice relevant legislation.

#### ***Any specific training required for the job including Certification***

##### **1.3 Essential**

1.3.1 Appreciation of the Data Protection Act

##### **1.4 Desirable**

Experience of Local Authority ICT work

## 2. Key Competency Requirements

### ***Job-related knowledge that is essential for effective performance***

#### 2.1 Essential

2.1.1 Current information relevant to the security of Information Technology Systems

2.1.2 Ability to ensure safe and correct use of the schools' network infrastructure o day to day

2.1.3 Planning, sourcing, costing and implementing infrastructure renewal networks and equipment within the schools as part of a continuous development strategy

2.1.4 Experience of working in a function of managing Information Technology systems.

2.1.5 Ability to plan, organise and prioritise work programs in partnerships with supervision.

2.1.6 Be flexible and enthusiastic with a high level of motivation

#### 2.2 Desirable

2.2.1 Experience of working in a school setting.

### ***Specific skills that are essential for effective performance***

#### 2.3 Essential

2.3.1 Ability to work effectively alone or as part of a team

2.3.2 Excellent communication skills to deal effectively with the management team in the schools, all school staff, pupils and parents.

2.3.3 Ability to work under pressure, with the ability to work flexibly and to respond back changes in the work plan.

2.3.4 Ability to work constructively and flexibly as part of a team, giving input constructive to the management of the schools.

2.3.5 Ability to make your own decisions in terms of line management responsibilities day to day

#### 2.4 Desirable

### Management skills essential for effective performance

#### 2.5 Essential

2.5.1 Ability to make your own decisions on managing and using ICT within the schools

2.5.2 Ability to make your own decisions in terms of line management responsibilities day to day.

#### 2.6 Desirable

### 3. Personal Characteristics

#### ***The values and personal characteristics that should be displayed when performing the duties of the job***

##### 3.1 Essential

3.1.1 The ability to form a good working relationship with external agencies as well as all staff and pupils of the schools.

3.1.2 Effective oral and written communication skills .

3.1.3 Organized and enthusiastic, with the desire to succeed.

3.1.4 Willingness to ensure that urgent work is done which may mean work flexibly to achieve

##### 3.2 Desirable

### 4. Personal Circumstances

#### ***Job requirements that could limit the effective performance of the job, if they are not met***

##### 4.1 Essential

4.1.1 A flexible approach to working hours

#### Isle of Anglesey County Council

#### Welsh Language Skills - workplace assessment

NAME :

SERVICE:           LIFELONG LEARNING

LOCATION :                 David Hughes School

JOB SCALE:

DATE:

#### **JOB – ESSENTIAL WELSH (in accordance with the designation of the Job Description)**

Tick the relevant boxes (at least one in each section, ie (i), (ii), (iii), (iv))

(i) Listening

✓

0	No skills	
1	Can understand basic inquiries in Welsh ["Where is...?", "Can I speak to...?"]	✓
2	Can understand basic social conversation in Welsh	✓
3	Able to follow normal work-related conversations between fluent Welsh speakers	✓
4	Can follow most work-related conversations including group discussions	✓
5	Can understand all work-related conversations	✓



(ii) Reading ✓

0	No skills	
1	Can read basic words and phrases, eg signs or short and simple notes	✓
2	Can read simple work-related material (slowly)	✓
3	Can read normal material with a dictionary	✓
4	Can read most of the material in your own field	✓
5	Able to understand all material related to the work	✓

(iii) Speaking ☒

0	No skills	
1	Can converse in general [greetings, names, sayings, place names]	✓
2	Able to answer simple inquiries relating to the work	✓
3	Can hold a conversation with another person, with some hesitation, about normal work matters	✓
4	Can speak the language in most situations with some English words	✓
5	Fluent – able to hold a conversation and answer questions, for an extended period when necessary	✓

(iv) Writing ☒

0	No skills	
1	Can write basic messages – “Thank you for the letter. Here is a copy of the map”	✓
2	Able to answer simple correspondence with support	✓
3	Able to draft normal text, with editorial assistance	✓
4	Can prepare most of the written material related to the field, with some proofreading support	✓
5	Proficient – able to complete complex writing without the need to check	

When doing the job skills assessment it will be necessary to look at the linguistic skills of the team and the nature of the service and then justify if a job is not in 'essential Welsh'.