

**London Borough of Havering
Children, Adults & Housing Directorate**

Benchmark Job Profile

Job Title: ICT Technician and Library Resource Officer

Grade: Scale 4

Reports To: Senior Leadership Team, School Business Manager,
and IT Subject Lead

Staff Managed (if any): None

Job Purpose

The IT and Library Resource Officer is responsible for providing first-line IT support to staff and pupils, maintaining the school's IT infrastructure and resources, and managing the day-to-day operation of the school library. The post holder will support teaching and learning by ensuring that technology resources, library systems, and learning materials are effectively maintained, organised, secure, and accessible.

The role combines technical support, library administration, resource management, and pupil support responsibilities, contributing to the smooth operation of the school's educational and administrative functions.

Key Responsibilities

IT Support and Infrastructure

- Provide first-line IT support to staff and pupils, responding promptly to technical issues and requests.
- Diagnose and resolve day-to-day hardware, software, network and peripheral faults ("firefighting" IT issues).
- Install, configure, test and maintain IT equipment, systems and software.
- Carry out routine maintenance, updates and preventative checks on ICT equipment and systems.
- Escalate complex technical issues to external support providers where appropriate.
- Support classroom technology to ensure teaching and learning activities can proceed without disruption.

IT Asset and Systems Management

- Manage and maintain inventories of all IT hardware and equipment.
- Oversee the deployment, storage, charging, maintenance and security of:
 - Chromebooks
 - iPads
 - VR Headsets
 - Laptop and device trolleys
 - Interactive classroom equipment
- Manage the school server environment and server room, ensuring appropriate security and organisation.

- Undertake server reboots and basic infrastructure maintenance during school holiday periods where required.
- Administer user accounts, passwords, permissions and access rights across school systems.
- Manage software subscriptions, licences and renewals to ensure compliance and continuity of service.
- Maintain accurate records of IT assets, warranties and equipment locations.

Communications, Security and Access Systems

- Manage and support the school's telephone systems.
- Administer and maintain Paxton door access and entry systems.
- Support staff with access control requirements and user permissions.
- Implement and maintain IT security procedures relating to systems, networks and equipment.

Printing and Consumables

- Manage school printers, photocopiers and associated equipment.
- Maintain printer fault logs and coordinate repairs where necessary.
- Monitor and reorder toner, cartridges and other IT consumables.
- Ensure adequate stock levels are maintained and records kept.

Library Management and Administration

- Maintain the school library as a welcoming, organised and effective learning environment.
- Input new books onto the library management system.
- Add barcodes and catalogue new resources.
- Maintain and update Reading Cloud and other library databases.
- Add new pupils to library systems and remove pupils who have left the school.
- Organise, shelve and regularly reorganise library stock to ensure resources remain accessible.
- Conduct checks of library resources and maintain accurate records.

Pupil Learning Support

- Support pupils in accessing information, reading resources and electronic learning systems.
- Assist with library activities, reading initiatives and information skills programmes.
- Support the administration and monitoring of Lexia and other literacy intervention programmes as directed.
- Encourage responsible use of IT and library resources.

Events and Enrichment

- Organise and coordinate school book fairs and related promotional events.
- Liaise with suppliers and publishers regarding book orders and fairs.
- Provide photography support at school events including Sports Day and other activities as required.
- Support curriculum enrichment activities involving IT and library resources.

Health, Safety and Security

- Undertake routine health and safety checks on IT equipment and library resources.
- Identify and minimise risks associated with IT equipment, storage areas and library facilities.
- Ensure compliance with school policies relating to safeguarding, information security, health and safety and data protection.
- Maintain secure storage of IT equipment, consumables and library resources.

Administration

- Maintain accurate records, inventories, logs and databases.
- Process orders and deliveries relating to IT and library resources.
- Support the preparation of reports regarding IT assets, library usage and resource management.
- Use IT systems to support the administrative functions of the role.

General Responsibilities

- Support the school's values, vision and ethos.
- Promote equality, diversity and inclusion in all aspects of the role.
- Participate in training and professional development.
- Participate in the school's performance management process.
- Work flexibly and undertake other duties commensurate with the grade and responsibilities of the post.

Safeguarding Statement

The school is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to share this commitment and to acquire and maintain the knowledge and skills necessary to fulfil their safeguarding responsibilities. This post is subject to an enhanced DBS check and satisfactory references.

Notes:

1. The authority expects its employees to work flexibly within the framework of the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that is not specified in the job description but which is within the remit of the duties and responsibilities.
2. This is a new job description for a new post. It will be subject to review with the postholder after one year and may then be reviewed from time to time

Signed

Date

Signed
Headteacher

Date

**London Borough of Havering
Social Care & Learning Directorate**

**ICT Technician
Benchmark Person Specification**

Skills and Abilities	Essential	Desirable	Assessed by
Qualifications	GCSE Grade 4/C or above in English and Mathematics (or equivalent).	- Relevant ICT qualification. - Relevant Library Services qualification.	Application & interview
Experience	- Experience of supporting ICT systems, whether in a paid or voluntary capacity. - Experience of working with children and young people. - Experience of maintaining records, inventories or databases.	- Previous experience in a school ICT support role. - Previous experience of library administration. - Experience of Reading Cloud, Lexia or similar educational platforms. - Experience managing access control systems such as Paxton. - Experience with Chromebook and Google Workspace administration.	Application & interview
Knowledge	- Knowledge of ICT hardware, software and device management. - Knowledge of user account administration and licence management. - Knowledge of ICT health, safety and security procedures. - Knowledge of basic networking and server management principles. - Knowledge of library systems and information management processes. - Understanding of how ICT supports teaching and learning in schools.	Knowledge of educational software and online learning platforms used within schools.	Application & interview
Skills and Abilities	- Ability to prioritise workload and work independently. - Strong problem-solving and troubleshooting skills.	Ability to deliver basic ICT training or guidance to staff and pupils	Application & interview

	• Ability to communicate effectively with adults and children. • Good organisational and administrative skills. • Ability to maintain accurate records and databases. • Competent user of Microsoft Office and school management systems. • Ability to manage multiple priorities and respond effectively to unexpected situations. • Understanding of confidentiality and data protection requirements.		
Personal Qualities	• Flexible and adaptable approach to work. • Ability to work as part of a team. • Professional manner and commitment to high standards of customer service. • Commitment to safeguarding and promoting the welfare of children.	• Interest in developing ICT and reading resources to enhance learning opportunities.	Application & interview