

The standards below are the level that you are expected to perform at within your tiered role and should be read at with your job description.

Technical Skills	Functions	IT Assistant	1st	2nd	3rd
	Devices & Applications	Connect and check hardware devices e.g. connect external hdd to a PC, connect a Bluetooth, keyboard to a tablet etc.	Install and test new hardware e.g. install new graphics card in a PC.	Perform a wide range of hardware upgrades and repairs.	Undertake advanced diagnosis procedures on hardware and software.
		Set up a device for a standalone user including basic account settings.	Follow instructions to support the use of hardware e.g. installing drivers according to a manufacturers setup guide.	Detect, diagnose and resolve most hardware device faults.	Understand and advise on the compatibility of hardware with an OS.
		Install simple software e.g. install a browser on a PC or an app on a Tablet.	Perform basic device repairs and upgrades e.g. replace a broken laptop keyboard.	Follow instructions to install and upgrade client/server applications e.g. perform upgrade of the school MIS system.	Understand and advise on the compatibility of applications with existing systems, based on user requirements and at an advanced level
		Connect devices to network based resources e.g. connect a PC to a networked printer.	Identify and rectify basic hardware or software faults e.g. damaged laptop power supply replacement.	Identify the need for software patches/upgrades and install them e.g. Roll out an OS service pack following monitoring manufacturers websites and completing research.	
			Install complete applications and configure basic options e.g. install office software and	Identify where an application may not be compatible with existing software.	

			set spell checker language. Complete required software maintenance e.g. install a service pack, update an app etc.		
Network Infrastructure and Network Based Systems	Perform basic install and check of devices connected to a domain or workgroup e.g. connect a PC to the network and ensure it has all required access	Perform network cable installation and maintenance e.g. patch new socket in comms cab, make a new cat5 patch cable.	Install and set a basic configuration for network hardware e.g. install and name a new managed switch including supplied VPN settings	Design and implement a network infrastructure to meet the organisations requirements	
	Perform basic maintenance tasks for user accounts e.g. reset Active Directory password.	Perform basic recovery checks on network systems e.g. perform a backup and restore test on a networked drive.	Test and configure software for rolling out to clients e.g. create and configure a new MSI package and install in AD for deployment.	Manage active network components including switches, routers and bridges.	
	Connect devices to secured wireless network using a pre shared key or other authentication based on information provided.	Select the appropriate wireless network SSID for a device based on a user need and best security practices e.g. decide whether a device needs to connect to a guest WLAN or increased access.	Configure and monitor a managed wireless network system including configuring different authentication types as appropriate.	Identify appropriate managed wireless network system and design configuration.	
Network User Management	Use simple tools to update locally shared information e.g. use a CMS system to update staff only pages on a follow instructions to undertake	Follow instructions to configure network based devices e.g. install ODBC connection to a central server. Use tools to provide new resources on an	Maintain server based hardware and software. Design and manage the structure of an	Deploy additional servers as required and undertake server operating system upgrades. Manage remote access to the organisations network.	



		basic network monitoring/checks and report results to the relevant person e.g. check available hdd space on a network drive and report the details to your line manager.	online learning environment e.g. upload new subject pages using CMS.	online learning environment.	
			Configure relevant software to implement, add or alter resource allocation for users e.g. set a print quota for a user, allocate disk space etc.	Determine print and disk space that should be applied.	Manage access to the organisation online systems
			Use existing instruction maintain settings and permissions of user accounts.	Create shared folders, determining and setting appropriate access rights.	
				Monitor network connected system logs and identify when action is needed.	
	Service Support Procedures	Check compliance of new IT equipment and record/report appropriately.	Plan for, implement and prepare users for an agreed change e.g. liaise with a user to replace their laptop with a newer device.	Design, plan and oversee a simple change across the organisation.	Tailor specific services across the organisation, reporting on the expected impact and outcomes.
	Complete changes to Systems	Update records of hardware and software locations after change e.g. update asset register when equipment is moved.	Collate and report on testing of new hardware/software and suitability or potential issues.	Assist in planning and implementing all aspects new software/hardware including testing, training and communication with users.	Planning and implement all aspects new software/hardware including testing, training and communication with users.

The audit of all IT Assets	Maintain a software library and asset register including original copies of software and licences.	Manage and report on the software Library and Asset Register to the relevant person, including highlighting potential issue or shortfalls.	Mange and oversee all aspects of the IT sustainability and IT disposal policies.	Design and implement IT sustainability and IT disposal policies.
Knowledge	IT Assistant	1st	2nd	3rd
Aware of the limitations and the appropriate use of hardware and OS (operating systems).	Confident user of common devices and operating systems.	Confident user of a majority of devices and operating systems.	Expert user of the majority of devices and operating systems.	Expert user of all major devices and detailed knowledge of operating systems.
	Confident user of common applications.	Confident user of majority of applications.	Expert user of applications.	Expert user of desktop and client/server based applications, including a strong awareness of
		Awareness of client/server based applications e.g. MIS and finance software.	Confident user of client/server based applications.	
	Able to connect a computer to a network using simple instructions.	Understand the basic and principles of structured cabling and the practicalities of connecting network.	Understand role and function of common network protocols and services such as DNS, DHCP and IP	Specialist networking skills relating to managing active equipment, including wireless technology.
	Understand basic user account management.	Recognise the function of basic network devices such as routers, switches and wireless access points	Aware of the ways in which different applications and operating systems can conflict	Understand firewalls, disk, caches, filtering systems, access policies and usage reporting utilities present in the



					server operating systems.
		Aware of the function of network file systems and of file and user administration utilities.	Understand the allocations of resources such as print and disk space quotas.		
			Understand the different ways that access rights can be applied.		
Understand the importance of documentation	Able to identify when change needs to be recorded and what information should be recorded.	Understands the importance of structured documentation to record configurations.	Understands the importance of documentation for troubleshooting, planning, recovery and insurance.		
	Able to understand the different levels of change and their significance.	Aware of the different issues around asset disposal.			
Functions	IT Assistant	1st	2nd	3rd	
Health & Safety	Carry out basic safety checks and escalate problems as required.	Ensure basic safety checks are carried out and escalate problems as required.	Implement and make modifications to relevant H&S procedures.	Actively monitor organisations and legal responsibilities.	
	Follow relevant H&S procedures and raise awareness among staff, pupils and other users.	Follow relevant H&S procedures and raise awareness among staff, pupils and other users.	Undertake a risk assessment for every activity.	Develop relevant H&S procedures and ensure that all ICT users follow appropriate practice.	
			Advise other staff of H&S aspects of proposed developments.		
Budget & People Management	Understand the organisation process for purchasing and	Track spending against a budget for items such as consumables and spares.	Support the full range of financial planning for ICT, including purchase of larger items, and	Develop ICT financial management processes with reference to the	

		recording expenditure.		help to estimate future budget requirements.	organisation procedures.
		Purchase consumables following organisation procedures.	Purchase lower value items following organisation procedures.	Have some supervisory responsibilities for junior staff.	Closely involved in writing organisation ICT procurement policy.
		Work as part of a team.	Adopt flexible working practices.		Management responsibilities for other ICT support staff.
	Knowledge	IT Assistant	1st	2nd	3rd
		Know both general and specific ICT H&S issues relating to work, both for self and all potential users.	Know both general and specific ICT H&S issues relating to work, both for self and all potential users.	Detailed knowledge of both general and specific ICT H&S issues relating to work, both for self and all potential.	Detailed knowledge of both general and specific ICT H&S issues relating to work, both for self and all potential.
Continuity, Maintenance & Security	Functions	IT Assistant	1st	2nd	3rd
	Minimise the impact of a disaster	Complete tasks related to the organisation backup and recovery/disaster recovery documents.	Record any identified risks to system integrity and report them along with potential remedies.	Identify and consider risks to systems and develop appropriate procedures to either eradicate or recover from them.	Maintain and regularly review whole organisation resilience and disaster recovery plans.
		Follow instructions to implement organisation backup and virus protection procedures.	Follow a schedule of extended maintenance procedures, highlighting issues to appropriate person.	Develop a schedule of maintenance.	Implement appropriate security systems to protect hardware, data and confidential information.
			Implement and suggest improvements to organisation backup, virus protection and security.	Identify for implementing backup and virus protection policies.	

				Ensure whole-organisation resilience, disaster recovery plans and data protection plans are implemented.	
	Knowledge	IT Assistant	1st	2nd	3rd
		Understand the need for, and scope of the organisations disaster recovery plans.	Understand more complex aspects of risk across the wider organisation.	Understand how service continuity means more than immediate 100% availability, and how alternatives to key systems can allow the organisation to continue to function at a basic level.	Understand the importance of contingency planning at different levels for elements of the organisations business.
		Understand the different ways that a wireless network can be secured.	Understand which type of wireless network security to use in any situation.	Understand how to deploy different types of wireless security.	
		Understand the need for, and scope of the organisations data protection plans.	Understand different methods and techniques for backup and data security.		

Support Request Management	Functions	IT Assistant	1st	2nd	3rd
	Support Requests	Record incidents in a log and understand how to retrieve information on previous incidents from the log to aid resolution.	Understand the difference between incidents and problems.	Identify trends and analyse incident data to improve service provisions and be proactive to prevent issues happening	Produce detailed management reports and use these as evidence to support strategies and planning.
		Triage support requests and either resolve or escalate appropriately.	Use a knowledgebase and the internet to	Prioritise incidents and problems and determine whether external	Analyse the support logs to produce detailed management



			find resolutions to problems.	or additional support is required.	reports and help plan future support.
		Understand how long a task should take and evaluate whether time savings could/should have been made for the future.	Record detailed diagnostic information.	Monitor and manage server logs and use them to inform required developments and/or support.	Provide higher tier of in house support for more complex issues.
			Understand when a fix is time sensitive and escalate accordingly.	Produce basic reports outlining the type and frequency of issues and allocate tasks across available team members.	Set support priorities based on resources available.
			Understand when to apply a quick fix and when a more substantive solution is required.	Allocate tasks across available team members	Advise leadership team on areas of CPD required, based on information extracted from support logs.
	Knowledge	IT Assistant	1st	2nd	3rd
		Understand what information it is important to record	Understand the difference between an incident and a problem.	An awareness of the importance of structured record keeping and reporting.	Understand the importance of balancing troubleshooting against monitoring and scheduled maintenance.
		Understand the importance of recording time spent on tasks.	Understand the role of a knowledgebase in recording and retrieving known solutions to problems.	Understand which resources are available to support the ICT function, and how they might be allocated.	Aware of the role of support request analysis is providing management information and informing service development.
Procurement	Functions	IT Assistant	1st	2nd	3rd
		Understands the restrictions and morals of spending public money.	Understands the restrictions and morals of spending public money.	Can undertake /oversee a purchasing/tender process that meets	

				the organisations purchasing policies and procedures.	
			Can support a tender/purchasing exercise by obtaining relevant pricing.	Can advise the senior management team when purchasing of goods or services will be necessary over an appropriate time.	
			Can identify outline the key requirements of a required purchase.	Can negotiate with suppliers to obtain appropriate goods and services at the best prices	Can produce a detailed financial plan for the sustainability and development of IT resources.
			Can identify appropriate suppliers for a given product or service.	Can specify and procure a service/support contract to meet the organisations requirements.	Can specify and procure a service/support framework to meet the organisations requirements.
	Knowledge	IT Assistant	1st	2nd	3rd
		Understand the warranties and contracts available for use.	Understand the function and values of a Service Level Agreement.	Understand the full range of ICT services that may need support.	Aware of the full range of support models.
	Know when external support is available and from where it can be obtained.	Understand the wider implications and limitations of any contracts (including warranties) that are in place.	Have detailed understanding of all the external ICT support services and contracts in place.		
Strategy and planning	Functions	IT Assistant	1st	2nd	3rd
	Ensure ICT development supports the organisations priorities.	Identify where ICT could be improved or a better solution is available.	Identify where ICT improvements could be made and identify how this could be achieved.	Identify software, hardware and working practices that would be appropriate to fulfil required functions as defined by the relevant	Have an overall view of the capabilities of the organisations ICT services and contribute to continuous improvement to



				organisation leaders.	meet future needs.
				Plan and implement required or identified changes to the service provision.	Plan for major developments of the ICT service and project manage their.
	Knowledge	IT Assistant	1st	2nd	3rd
		Aware of the possibilities of ICT in providing a solution.	Basic technical knowledge of the possibilities of ICT in providing a solution.	Technical knowledge of a wide range of solutions.	Specialist technical knowledge of a wide range of solutions.
					Understand system integration risks and issues.
Behaviours	Functions	IT Assistant	1st	2nd	3rd
	Individual skills	Attend relevant courses/undertake online training to improve skills and knowledge.	Attend relevant courses/undertake online training to improve skills and knowledge.	Actively seek to broaden knowledge and skills, including technical, management and other areas relevant to the organisation.	Actively seek to maintain and extend expertise in appropriate areas.
	Communication	Offer support staff and pupils based on your own knowledge and skills.	Advise and train individual staff and pupils.	Run training sessions for groups of staff.	Advise senior staff and governors on changes to policy or new potential.
		Have appropriate communications with suppliers.	Have appropriate communications with suppliers.	Negotiate with suppliers and maintain effective relationships with them.	Negotiate with suppliers and maintain effective relationships with them.
		Produce brief guidance and support sheets for staff and pupils.	Produce detailed guidance and support sheets for staff and pupils.	Document and design current policies and practice.	Design and document systems and procedures.
		Network with colleagues doing similar roles in others similar organisations.	Network with colleagues doing similar roles in others similar organisations.	Network with colleagues doing similar roles in others similar organisations.	Network with colleagues doing similar roles in others similar organisations.

	Educational Awareness	Regularly attend staff briefings and meetings to understand how ICT is used across the organisation	Read organisation policy documents, schemes of work and curriculum plans.	Liaise with senior staff about upcoming challenges and strategies for the organisation.	Liaise with senior staff about upcoming challenges and strategies for the organisation and offer advice and solutions to these.
				Read published materials about the educational use of ICT.	Regularly access key ICT education web sites and publications to keep abreast of changes and
	Knowledge	IT Assistant	1st	2nd	3rd
		Able to use a word processing package.	Able to use a range of office applications.	Can create a database that utilises web forms for accessing data and updating.	Develop expertise in specific user areas to provide advice and support.
		Able to use email and browse the web.	Understand different types of email uses and systems.	Can create simple code or macros to automate tasks.	Create complex code to automate and improve accuracy of tasks.
		Understand basic file management.	Can provide a simple web page.	Understand how to move data between different applications using appropriate file formats (e.g.	Understand how to move data between different applications using appropriate file formats (e.g.
		Able to download and save files from the internet.	Can perform simple image manipulation.	Understand the relationship between all the different data systems in school and utilise interoperability between.	Understand the relationship between all the different data systems in school and utilise interoperability between.
		Able to undertake basic software/application installations.	Able to download and save files from the internet.	Good level of written and spoken English appropriate to the context and audience.	Good level of written and spoken English appropriate to the context and audience.



Behaviours		Can use simple peripherals.	Good level of written and spoken English appropriate to the context and audience.	Detailed knowledge of organisation structure, including staffing roles and responsibilities.	Aware of the different agencies that govern or advise the organisation.
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Behaviours		Awareness of computer viruses and other security risks.	Appreciation of the curriculum, including a general understanding of the requirements for ICT in the school's curriculum.	Understand how ICT can enhance the teaching and learning in, and management of schools.	Aware of different levels of capability in each level of NC ICT and implications for infrastructure.
		Good level of written and spoken English appropriate to the context and audience.	Aware of relevant organisation policies.		
		Aware of basic organisation structure, year groups and staffing structure.	An understanding of the use, functionality and limitations of different platforms including desktop and mobile devices.		Understand how the overall technical requirements of the organisation should support the use of ICT in the curriculum and management of the organisation.
		Aware of different levels of ability and confidence of staff and pupils in using ICT.	Aware of different levels of ability and confidence of staff and pupils in using ICT.		
		An understanding of the use, functionality and limitations of different platforms including desktops and mobile.	Aware of potential and actual uses of ICT in schools.		



		Aware of potential and actual uses of ICT in schools.			
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