

**Post: Senior IT Technician**

Location:	Ormiston SWB Academy, with potential for occasional travel between group academies
Salary:	OAT Grade 4 - £24,054-£25,409 plus £2,500 recruitment incentive
Status:	Full Time permanent
Hours:	37 hours a week, flexible to meet the needs of the business. Working out of academy hours may be required
Reports to:	Academy IT Manager or Group IT Manager, as appropriate

**Job Description and Responsibilities**

The post holder will provide technical and operational support, guidance, and supervision for IT and other staff within the specified academy, to ensure effective day to day delivery of IT services for all users. The post holder be the senior IT team member on site for resolution of business as usual issues, responsible for using available resources to ensure IT service levels and standards are maintained in the academy. The role provides line management of junior IT staff within the academy, and from time to time will be required to support projects and service improvements, either in the academy or across the group.

**Main duties and responsibilities**

- Work closely with the Group IT Manager and central IT staff to support daily operation of all IT services, ensuring consistency of quality, availability, compliance, and performance within the academy.
- Work as a member of the academy IT support team, to ensure access to services and support that are cost-effective, safe, and align with the strategic objectives of OAT.
- Working with the Group IT Manager, support cost-effective, technical and operational improvement projects for the academy, that align with the digital strategy, and agreed academy IT Development Plans (IDPs).
- Provide timely and effective support to academy staff, pupils, and other stakeholders, where required, to resolve technical incidents and problems, as per the OAT service level agreement (SLA).
- Establish and maintain effective working relationships with head office and academy IT teams across the group, for example to balance resources, and ensure the effective delivery of technical and operational improvements.
- Ensure access to training and support for academy teaching and support staff, to support the successful use of OAT technology, as required.
- Line manage junior academy IT staff.
- Support the Group IT Manager to identify training needs in the academy, and facilitate, or deliver, opportunities to upskill academy staff.
- Maintain appropriate certification and level of skill to support the needs of the academy and the responsibilities of the role.
- Provide and contribute to the timely production of monitoring data and reporting for IT projects and academy IT performance, as required.
- Ensure procurement of technology complies with OAT procurement policies and procedures, and is aligned with the academy's IT Development Plan (IDP), and other approved monitoring and development tools.
- Carry out regular compliance checks against OAT policies and procedures, including those related to cyber security and safeguarding.
- With the Group IT Manager, support the development of academy improvements by embedding opportunities for academies to work together, to share IT resources and to maximise cost-effective IT provision.

**Budget & Contract Management**

- Working with the Group IT Manager, support and monitor the academy IT budget forecast and IT refresh planning, through academy IT Development Plans (IDPs).
- Maintain the asset register for the academy.
- Working with the Group IT Manager, act as the point of contact for contracts for academy IT services as required, and seek efficiencies in the procurement of goods and services.

## Data Protection

- Work with the OAT data protection officer (DPO) to carry out data impact assessments on new and developing web systems. Make changes as required to ensure GDPR compliance.
- Support the DPO with data breach investigations related to head office
- Work with the DPO to ensure that the head office eco system which tracks, and record types of data stored and where is kept up to date
- Ensure evidence of compliance that conforms to regulations as required; other info on how data controlled processed.
- Ensure GDPR principles are embedded in normal working practices
- Working with the DPO to put in place procedures to safeguard against future issues
- Help disseminate CPD training and good practice from the DPO to head office staff
- Work with the DPO to support collection and interpretation of data in response to FOI and Subject type requests such as (SAR, right to forgotten, restricted, etc) related to head office.
- Improve the security and robustness of IT systems as needed to reflect changes in data protection guidance and law.

## General responsibilities

- To adhere always to the Trust's policies and procedures
- Maintain confidentiality of information acquired while undertaking duties
- Ensure that work is completed in compliance with relevant legislation and procedures relating to this role
- Ensure GDPR principles are embedded in normal working practices
- Post holders may be required to work flexibly to meet the business needs
- All staff are required to partake in performance management and training activities
- Be aware of safeguarding and promoting the welfare of children and to report any concerns in accordance with the Trust's safeguarding policy

## DBS

- An enhanced disclosure and barring check will be a requirement for this post.

## Contacts/Stakeholders:

You will work with a broad range of internal and external contacts and stakeholders, including Suppliers, OAT head office staff, academy support staff, specialist contractors and other stakeholders from various professional backgrounds.

## Judgement, Decision-making authority:

- To be able to draw on your skills and experience to act autonomously using discretion and professional judgement to make independent decisions in keeping with the responsibilities of the role.
- To provide support and guidance, as well as appropriate challenge, to line reports.
- To provide professional guidance and advice to colleagues and stakeholders across the group.
- To expedite work instructions from the Group IT Manager, Regional IT Manager, and Director of IT.

## Initiative, Independence Judgement & Complexity:

Typical tasks of the role include, but are not limited to:

- Implementing and leading multiple, concurrent streams of work.
- The ability to plan well - mitigating threats and maximising opportunities.
- Supporting academy staff and stakeholders in their use of IT
- The ability to challenge the status quo, based on experience.
- The ability to diplomatically identify and translate historical shortcomings and sensitivities into effective improvements.
- Interpretation of statutory and regulatory guidance to inform workstreams, actions and risk mitigation.
- Being able to confidently present to and seek approval from groups/committees, as applicable.
- Provide peer support, particularly across the specified group, to deliver effective improvements
- Acting as a trusted advisor relating to all aspects of IT services
- Participating in informal meetings, staff days, team briefings, to help understand corporate values and objectives and/or local contexts whilst building good working relationships.

## Person Specification

Qualifications & Experience	Essential E/ Desirable D
Numerate and literate	E
Degree in computing or computer science with a focus on IT Systems Management or equivalent qualifications.	D
Demonstrable experience that shows an excellent understanding of desktop and user support	E
Demonstrable experience or appropriate qualification that shows a strong understanding of infrastructure and server support and management	E
Demonstrable experience or appropriate qualification that shows a strong understanding of backup and recovery best practice	E
Demonstrable experience or appropriate qualification in supporting local area networks – ie routing and switching, structured cabling.	E
Experience and understanding of anti-malware software, common network security issues, including systems configuration and management.	E
Experience of disaster recovery planning	D
Experience supporting all Windows operating systems, PC and server hardware and audio-visual technologies.	E
Experience of Windows and PowerShell scripting.	D
Experience using Microsoft tools: Active Directory, Group policy, DHCP and DNS management.	E
Experience using Microsoft tools: SCCM, cloud integration and administration of Azure AD and Microsoft 365.	D
Experience in 'Green technologies' and reduction in energy usage strategies.	D
Experience of using formal Cyber Security procedures, protecting and recovering networks and devices from cyberattack.	D
Experience of managing Wi-Fi technologies.	E
Experience of implementing Data Protection / GDPR guidance.	D
Experience of Office productivity tools and Microsoft Teams.	E
Experience of working in a school environment interpreting Government legislation relating to schools.	D
Experience of successfully managing projects from inception to completion.	D
Experience of reviewing systems to ensure the robust evaluation of performance and actions to secure improvements.	D

Skills and Abilities	Essential E/ Desirable D
Strong listener and able to communicate in a clear and concise manner both on the telephone and face to face, who can effectively convey information at an appropriate level to a wide range of audiences.	E
A strong ability to analyse, interpret and resolve IT problems and to develop, report and implement practical, workable solutions.	E
Ability to complete work to the required standards and to agreed deadlines.	E
Ability to develop and maintain effective working relationships with a wide range of people.	E
Excellent organisational skills, with the ability to use own initiative and work proactively both in a team and independently.	E
Project management skills, understanding designs and project plans.	D
Demonstrates a flexible approach to work to enable effective delivery of service.	E
Able to work under pressure and to deadlines and deliver excellent results.	E
Ability to work in a team.	E

Ability to line manage junior technical staff	E
Calm in a crisis to bring about resolution.	E
Able to drive and travel to other academies within the group.	E
Ability to adapt to changes in the workplace.	E
Understanding and commitment to the safeguarding of children.	E
Commitment to the ethos and aims of the academies and trust.	E
Commitment to equal opportunities.	E
Accurate and fluent spoken English.	E
Exemplary levels of integrity	E