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# **Job Outline**

# **Senior IT Technician**

**Responsible to:** Chief Network Officer

**Salary Grade:** Band 3 (whole range)

**Full time/Part time:** Full time (37 hours per week, 52 weeks per year)

**Location:** The Colne Community School and College, Brightlingsea

**Job Purpose:**

The ICT team provides a professional, customer focused service to all of its users. This role is for a pivotal member of the ICT Team providing ICT services.

**Principle Responsibilities**

* Undertake activities allocated via the Incident Management System within the allocated SLA or escalated to senior staff where appropriate, updating status in the system (includes Incidents & Requests)
* To assist with the installation and maintenance of computer hardware, stand-alone machines and network
* Undertake software maintenance including allocation of approved software requests
* Undertake System monitoring
* Ensure student e-Safety where appropriate
* Undertake project work commensurate to pay Band 3
* Proactively undertake maintenance schedules in agreement with Service Delivery Lead
* Support with the creation of operational documentation where required
* Liaise with service delivery partners, where appropriate
* Ensure End User solutions meet the needs of the organisation
* To manage and advise lower level resources where appropriate
* To undertake any training commensurate with the post
* Any other reasonable duty as requested by the Line Manager or Head teacher.
* To maintain an efficient and dynamic working space contusive to a professional helpdesk environment

**General Duties**

* Undertake self-development to improve skills and attributes and identify further development needs with line manager
* Work in conjunction with the IT Team to resolve IT incidents
* Communicate across the Trust – activities and progress where appropriate using the prescribed communication procedures
* Identify and suggest enhancements to the service to inform continual improvement

**Attributes:**

At this level we expect the following attributes:

**Management and Leadership**

* Ability to self-organise, manage personal time and work standards as well as managing & guiding lower level resources
* Understanding of impact of IT Services & personal work to educational outcomes, financial overheads, policies and processes.
* Follow IT processes and procedures, completing accompanying information in Trust systems and documentation
* Undertake peer review of work and adherence to documentation & process
* Training of lower band resources in technical areas and IT service policies and procedures
* Supplier liaison/operational procurement decisions

**Technical Competency**

* Understanding of overall IT solutions deployed throughout the Trust and technology interdependencies
* Depth of understanding and technical competency with specific technologies with an ability to cascade knowledge within the team– these will be identified and developed as part of career progression
* Diagnose and fix 2/3rd line support incidents
* Specialise in one or more key business functions as agreed with the head teacher/ICT Manager, these are likely to include but not limited to:

Lead on System Security including Internet and system security.

Helpdesk management including reporting functions/helpdesk management, FMP and Classroom management.

Domain management including a high level of competency in AD, GPO and DNS. Manage network devices and have an overview of network performance.

The management and configuration of Apple devices in a Windows domain environment.

**Customer Focus**

* Ability to present as a professional, personable team member and customer-facing representative
* Man help desks and work with end users to aid resolution of user incidents and requests
* Representation of the support team within the end user community, undertaking onsite support services for primary schools
* Representation of the support team at school meetings, when required
* Prioritise workloads based on end user SLAs
* Take responsibility for jobs and ensure they are completed.
* for some elements of the support service

***The Sigma Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.***

***The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Head teacher.***

***This job description does not form part of any Contract of Employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out above.***