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| **Post Title:** | **Senior IT Technician**  |
| **Salary / Grade:** | **Scale 4**  |
| **Responsible to:** | **Senior Network Administrator** |
| **Hours:** | **36 Hours Per Week**  |
| **Weeks:** | **52 Weeks Per Year** |
|  **General Overview** The role of Senior IT Technician is to provide second line IT support for the school’s IT systems and services. The main responsibilities are providing support and advice to staff and students for any technical problems they  may encounter and to participate in the ServiceDesk to assist in maintain a secure, reliable IT service.  |
|  **Job Description** General* Support the first line operative where required.
* Assist the Senior Network Administrator in the installation of new hardware and software.
* To support staff and students with IT problems
* Advise on Microsoft Office packages and cloud services, educational software and Windows operating system.
* Manage the internal IT room booking system.
* Oversee the CCTV surveillance system including downloading images and footage as requested and monitoring the health of the system and escalating to the CCTV contractor as required.
* Manage the school website, liaising with colleagues for the creation of new articles and editing current articles. Train other IT support staff in basic updates to the website.
* Provide technical support and advice for the school’s virtual learning environment and act as a point of contact for the school with VLE support provider.
* Ensure that all equipment is security marked and recorded on the asset register.
* Arrange IT hardware recycling, ensuring WEEE notices are obtained and the asset register updated
* Ensure that equipment is prepared for external users, as required
* Assist in developing and maintaining network documentation
* Create and manage Active Directory users, groups and devices
* Manage Active Directory DHCP and DNS issues
* Image PCs when required.
* Install applications on computers either locally or using the automated deployment system as required.
* Monitor daily backups and to restore folders and files when required.
* Configure, update and manage switch configurations such as VLANs and port assignment.
* Configure new staff mobile phones.
* Administer Windows servers.
* Administer Microsoft365 users, groups and online Exchange.
* Assist the Senior Network Administrator in managing the IT technician.
* Replace and supply of peripherals and consumables · stock control & distribution
* Hardware - fault finding and rectifying general maintenance of IT assets eg user devices, interactive classroom displays, monitors, peripherals, printers, network cabling and switch fault diagnosis and rectification, etc.
* Cover duties of the Senior Network Administrator in his absence (e.g. annual leave).
* To undertake any professional duties which may be delegated from time to time by the Principal

 **Person Specification** **E = Essential** **D = Desirable**

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| **Qualifications and Experience**  |
| 1. Right to work in the UK | E |
| 2. Experience of working in a secondary school or with secondary age students | D |
| 3. Experience and knowledge of safeguarding young people | D |
| **Professional Skills and Attributes**  |
| 4. Ability to organise and prioritise workload and work on own initiative | E |
| 5. Ability to work constructively as part of a team, understanding School roles and responsibilities and the post holder’s position within these | E |
| 6. Ability to communicate well in writing and face-to-face to all stakeholders | D |
| 7. Administrative and organisational skills | D |
| 8. Ability to identify own training and development needs and to take responsibility for addressing these | D |
| **Personal Qualities**  |
| 9. Respect for all members of the school community | E |
| 10. Responsibility and attention to detail | E |
| 11. Resilience in the face of challenge | E |
| 12. A strong, flexible and proactive work ethic | E |
| 13. Honesty and trustworthiness | E |
| 14. A sense of humour and a sense of fun | E |
| **Commitment to** |
| 15. Safeguarding and promoting the welfare of young people | E |
| 16. Equal opportunities for all in a comprehensive environment | E |

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