



KING EDWARD VI GRAMMAR SCHOOL

HOLISTIC, ACADEMIC, EDUCATION

IT Technical Lead

Contract: Full-Time

Salary: £27,451 to £30,689

Start Date: As Soon As Possible

Reporting to: Director of IT (External) and Finance Director



Welcome to KEVIGS

King Edward VI Grammar School (KEVIGS) is an 11-18 school in Louth, Lincolnshire with approximately 960 students on roll. Our ethos is to provide our students with a holistic, academic education that builds a strong foundation for life beyond school.

We are committed to safeguarding and promoting the welfare of our pupils and expect all staff and volunteers to share this commitment. An enhanced criminal record check via the Disclosure & Barring Service (DBS) will be undertaken for the successful candidate, including a check of the DBS Children's Barred List. All applicants must be willing to undergo safeguarding screening appropriate to the post, including checks with the DBS and at least two satisfactory references. It is an offence to apply for the role if you are barred from engaging in regulated activity relevant to children.



Job Description

Provide the day-to-day management of the IT Services Team, supported by the Director of IT (DoIT). The school are currently supported by a Director of IT as a service provided externally, who lead the IT for the School providing both strategic and technical direction. This role will help the DoIT shape the technical landscape for technology at the school and deliver the IT strategy.

The role has been created to support the school's aspirations to providing digital skills to our pupils for the next step of their journey; be it university or the workplace. The schools are in the process of migrating to the cloud with a cloud first strategy and currently have Microsoft 365 for productivity apps and devices.

This is an exciting opportunity to be a part of as the school moves to surface technology for staff and aim to have every pupil using a pen enabled device by September 2025. This role will support the school in bridging the technical and teaching & learning aspects of technology, providing training and guidance on the use of the core M365 productivity suite.

Core Purpose

To provide high quality professional IT services to ensure that the School's IT systems work in a reliable, secure and efficient manner in all areas.

To manage the allocation and delivery of both day-to-day and project-based tasks ensuring that priority issues are dealt with effectively and project delivery deadlines are achieved.

Liaison with key members of the Senior Leadership Team, Directors Group, E-Learning Committee, teaching and support staff to define their IT requirements and develop IT systems to meet those needs.

The School has a Digital Development Plan 2021 - 2025 with the clear vision of a Fully Interactive Digital Learning and digital first School, of which the postholder will be a key stakeholder in working alongside the Strategy Team to ensure its successful implementation.

Role Responsibilities

Service Desk

- To oversee the management of IT helpdesk
- Management of the 1st to 3rd line call flow and support the escalation process. Ensure the use of the IT technical staff OneNote and SpiceWorks knowledge base, including make sure staff add meaningful content for the benefit of the department.
- Provide 2nd and 3rd line support through assigned service desk support requests.

Customer Relations

- To Support the DoIT in engaging with the KEVIGS Community.
- To meet half-termly as a minimum with Deputy Head of Teaching and Learning to ensure the support is meeting the needs of the school.
- Provide a termly bulletin supported by the DoIT to cover, support, change, guidance and strategy.

IT Projects

- To assist the DoIT in the planning of the projects relating to IT strategy.
- To manage the delivery of the projects as directed by the DoIT.
- Assist the DoIT in the planning for core services such as Infrastructure.
- To support the DoIT in the delivery of building projects where IT is to be installed.



IT Team Supervision

- Day to day supervision of the IT Services Team.
- Ensure the IT Services team voices are heard and ensure regular team meetings to provide support, direction and quality control. DoIT to attend to give Strategic focus and highlight forthcoming strategy.
- Conduct annual reviews in line with the school's procedure and process supported by the DoFIT.
- Monitor performance and provide regular feedback to team members.
- Ensure IT policies are followed by the IT Services Team - Support as directed by the DoIT.

Department Operations

- Ensure stock and store rooms are maintained, tidy and inventories correct.
- Ensure Office working environments are tidy and reflect positivity of the team.
- Ensure all IT assets are recorded in the database and can be identified.
- To lead on ensuring network and systems diagrams are up to date when changes are made.
- To co-ordinate staff resource for out of hours School events requiring IT Support. The additional out of hours work should be evenly split across the whole IT Support team including this post.

Technical

- Oversee the management of the Windows and Apple environment including providing 2nd line technical support where needed.
- Oversee the management of the Schools telephone system and comms.

Team Responsibilities

Service Desk

IT Services operates a local helpdesk to manage the day-to-day workload of the department. All members of the team are to work within this framework to ensure all of the departments responsibilities are carried out in a timely manner.

- Read and accept all calls assigned to them, within an hour
- Update each open call, once every day, unless it is on hold
- Resolve every call within its SLA
- Escalate calls that are outside of their ability within an hour
- Inform the DoFIT of any potential major issues immediately
- Record defective equipment in line with the departments FITS framework.
- Oversee the work of external contractor, ensuring minimal disruption to others and record within the helpdesk, within 24 hours
- Update hardware and software inventory, within 24 Hours of making a change
- Ensure all systems, including peripheral equipment, is safe, clean, fully serviceable and complies with relevant Health & Safety regulations whenever installing, completing proactive maintenance or attending a support request.
- Utilising and updating of IT Technical Staff OneNote used as a knowledge base and record keeping solution.

Audio Visual or Event Support

A large number of events like school assemblies, parent evenings, and concerts. Where AV/IT Services are used in these events, at least one member of the team must attend in order to manage AV/IT Services at events and ensure that the services meet the high expectations of the school. All events are to be setup at least 15 minutes prior to the start time as per the AV booking system.

Proactive Maintenance

Regular Checks are carried out in order to capture and resolve long term faults and those that might not otherwise been reported. Due to the nature of the three schools, the IT Services team are assigned zones across the sites, this helps to ensure IT Services and systems are maintained.

The minimum level of checks expected is: -

- All IT suites to be checked and signed off once every week, during term time
- Check stock levels in all stores and IT suites once every week, during term time
- All other classrooms to be checked and signed off once every week during term time.



System Development

The School expects its IT Services team to embrace new technology, while ensuring that its existing systems remain reliable. In order to deliver on the School's expectations every member of the team is required to: -

- To assist with the evaluation, testing and installation of new hardware and software, following IT procedures ensuring the security of hardware
- To develop a high level of liaison with administrative, academic and operations staff across the Schools'. In order to maintain a clear understanding of their aims and IT needs.

Security/Data

The security of the School's' data should be the second most important consideration for all members of the team, second only to safety. This includes: -

- ensuring appropriate security software (Anti-Virus, etc) is in place
- ensuring systems are safe from external attack, whether via the Internet or via other means
- ensuring that media containing the Schools' data (Hard Disk, Memory Pen, Tape etc) is secure at all times and disposed of in a manner that ensures data cannot be retrieved
- ensuring that the School's Data Protection Policy is followed

Equipment

To ensure that the new systems are marked, the details of serial numbers logged and that the situation of each system will:

- ensure its continued safe and effective use
- fall within the terms of the Schools' insurance scheme.

Supervision of People

Day-to-day supervision of the IT Services Team, line managed by the DofIT and Finance Director.

Contacts and Relationships

Regular contact with your Line Manager, teaching staff and students in respect of technical support along with suppliers of goods and services and contractors.

Creativity and Innovation

Creativity and Innovation will be required when responding to issues/problems occasioned by the duties detailed above, the ability to recognise and react in a timely manner is essential. Creativity may be used for example to carry out minor repairs of equipment.

Decisions

Discretion

Work will be carried out within policies and procedures and primarily without reference to others. Key decisions are made in line with established alternatives and in consultation with the DofIT and Finance Director.

Consequences

Impact would be on school\employee and issues would be quickly identified and easily remedied.

Resources

Equipment would include personal computer, tools and other equipment.

Responsible for care/storage and safekeeping of consumable and IT equipment.



Work Environment

Work Demands

The work is subject to interruption but with no significant change to the overall programme of work.

Physical Demands

Moving and handling equipment and resources. Regular bending, moving in awkward positions for example when connecting cables.

Working Conditions

Well lit and well-ventilated general office environment. The post holder may be exposed to noise levels associated with a classroom and/or work environment.

Knowledge and Skills

Essential

- Extensive knowledge and understanding of Windows client operating systems Windows 10 and 11.
- Extensive knowledge and understanding of Windows server management, including setup of Server 2016, Server 2019.
- Good working knowledge in the use of Hyper-V.
- Good working knowledge in the use of RDS.
- Good working knowledge of security and prevention technologies, client, perimeter and external.
- Knowledge of Networking technologies wireless and wired and understanding of network protocols (e.g. DNS/DHCP/SIP)
- Knowledge and supporting technologies AD Connect, ADFS, MFA and Azure.
- Knowledge and supporting Office 365 in particular Teams, OneNote, Forms and Sway.
- Comfortable in presenting to all staff, as well support staff in the classroom with using technology.
- Ability to work under pressure and to deadlines
- Ability to work on own initiative and prioritise workload.
- Ability to work as part of a team and lead a team.
- Able to keep accurate records and work within agreed frameworks
- Willingness to ensure skills remain current through self-learning and school funded training.

Desirable:

- Knowledge of working in a school environment
- Relevant NVQ Level 2 qualification
- SharePoint knowledge
- Experience of managing staff
- Knowledge of Cloud Desing Box and their solution
- Knowledge of SalamanderSoft and their solution.
- Knowledge of internet security and data privacy principles.
- Experience in the running and maintenance of MIS systems e.g. SIMS
- Experience in use of Apple technologies within Schools.
- Knowledge of Office 365 advanced threat systems and monitoring.



General

Other Duties

The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder.

Holidays

The role of IT Technical Lead has been identified as significant and business critical to the day to day running of the school and therefore holidays are not usually permitted to be taken during term-time although it is acknowledged that this it is not always practical due to IT infrastructure works being undertaken in holiday periods. The school's standard procedure for leave of absence will apply.

Equal Opportunities

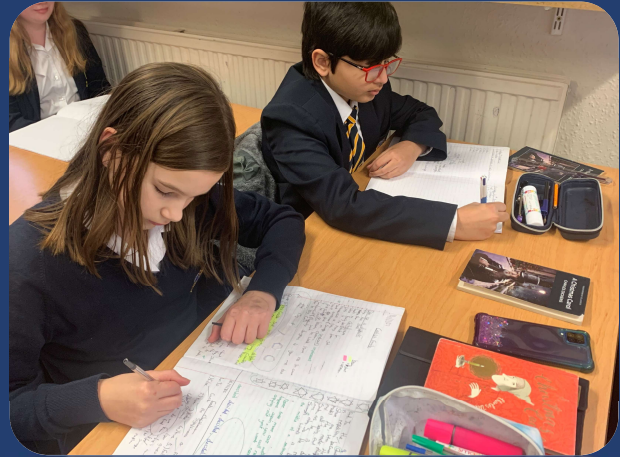
The postholder is required to carry out the duties in accordance with School Equal Opportunities policies.

Health and Safety

The postholder is required to carry out the duties in accordance with the School's Health and Safety policies and procedures.

Confidentiality

Any breach of confidentiality would automatically instigate disciplinary action in accordance with the school's disciplinary policy



How To Apply

Please apply through TES JOBS

<https://www.tes.com/jobs/vacancy/-1956572>

We do not accept CVs

Closing Date: Sunday 10 December 2023

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