

# Job Description

**Job title: Lead ICT Technician**

**Salary: OAT Pay Scale Grade 6 (£28,371.00-£32,020.00)**

**Start Date: As soon as possible**

**Contract Term: Permanent**

**Contract Type: Full Time**

**This Academy is committed to safeguarding and promoting the welfare of children and young people and requires all staff to share this commitment.**

## Job purpose

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

- a) 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.
- b) 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.
- c) 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).
- d) 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).
- e) 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.
- f) Ensure access to training and support for academy teaching and support staff, to support the successful use of OAT technology, as required.
- g) Line manage academy IT staff.
- h) Support the Group IT Manager to identify training needs in the academy, and facilitate, or deliver, opportunities to upskill academy staff.
- i) Provide and contribute to the timely production of monitoring data and reporting for IT projects and academy IT performance, as required.
- j) 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.
- k) Carry out regular compliance checks against OAT policies and procedures, including those related to cyber security and safeguarding.
- l) 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**

- a) Working with the Group IT Manager, support and monitor the academy IT budget forecast and IT refresh planning, through academy IT Development Plans (IDPs).
- b) Maintain and update the asset register for the academy.
- c) 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**

- a) Work with the OAT data protection officer (DPO) to carry out data impact assessments on new and developing web systems.
- b) 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)

### **Contacts/Stakeholders**

- a) 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**

- a) To provide support and guidance, as well as appropriate challenge, to line reports.
- b) To provide professional guidance and advice to colleagues and stakeholders across the group.
- c) To expedite work instructions from the Group IT Manager, Regional IT Manager, and Director of IT.

### **Initiative, Independence Judgement & Complexity**

- a) Implementing and leading multiple, concurrent streams of work.
- b) The ability to plan well - mitigating threats and maximising opportunities.
- c) Interpretation of statutory and regulatory guidance to inform workstreams, actions and risk mitigation.
- d) Being able to confidently present to and seek approval from groups/committees, as applicable.
- e) Provide peer support, particularly across the specified group, to deliver effective improvements

# 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 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 Office productivity tools and Microsoft Teams.	E
Experience of working in a school environment	D
Experience of successfully managing projects from inception to completion.	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 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
Able to work under pressure and to deadlines and deliver excellent results.	E

## Physical demands and working conditions

- a) Work normally in an office, IT suite or classroom environment.
- b) Working in confined and awkward spaces with short periods of greater effort such as moving IT equipment.

## Personal attributes

The successful candidate will have:

- a) Self-motivated with a positive outlook
- b) Ability to relate well to children and adults
- c) Willingness to work flexibly in order to meet tight deadlines and develop the service
- d) Commitment to team working
- e) Willingness to undertake further training as required