



Job Description: Senior IT Support Technician

Role Specific

1. Work across the Trust's schools, particularly Castercliff, Pendle Primary and Casterton Academies, providing support and development of the IT infrastructure using Best Practice methodologies.
2. Collaborate, co-operate and liaise with colleagues across the Trust, providing excellent service.
3. Install new software and hardware as required.
4. Resolve problems associated with operating systems, software, hardware, printers and AV equipment throughout the Trust.
5. Troubleshoot hardware, software and network issues as necessary.
6. Ensure Anti-Virus software solutions are up to date and functioning correctly.
7. Ensure operating systems are fully patched as required.
8. Create and maintain various user accounts.
9. Support the use of the MIS systems within the Trust, including SIMS and PARS.
10. Setup equipment such as laptops, mobile devices, projectors, AV and other specialist ICT equipment as necessary, ensuring that systems are ready for use and operating correctly.
11. Provide advice, guidance and assistance to teachers, pupils and other members of staff on developing their use of ICT at the Trust.
12. Document and implement backup and restore policies that are in line with the IT Policies, SLAs and the Disaster Recovery Plan.
13. Ensure the Trust is compliant with relevant IT regulation.
14. Maintain, troubleshoot, document and advise on the Trust data and networking infrastructure, ensuring appropriate levels of performance.
15. Develop processes and procedures allowing for efficient use of time.
16. Keep abreast of new technologies, assisting in their implementation and advising on any known risks.
17. Provide end to end secure IT facilities in liaison with the Network Manager.
18. Mentor, and provide on the job training, for the two IT Support Technicians.
19. Develop and maintain up to date inventory records of all relevant IT equipment across all Trust sites.
20. Use the Trust Help Desk system effectively and maintain the knowledge base as appropriate.

Trust Responsibilities

1. Share the Trust's Vision, Mission, Values and Behaviours and communicate them effectively.
2. Participate in Staff Review and Professional Development activities, and be actively involved in the Trust's culture of high expectation.
3. Value diversity and promote equality.
4. Engage in marketing activities and liaison with employers and the wider community in line with Trust strategies.
5. Contribute to cross-Trust events.
6. Adhere to Trust policies and procedures including Health and Safety.
7. Be responsible for safeguarding and promoting the welfare of children and young people.
8. Any other duties that the Network Manager considers appropriate.





Person Specification: Senior IT Support Technician

Qualifications and Attainments

4 GCSEs or equivalent including Maths and English at grade C or above	Essential
Level 3 qualification in a relevant subject	Essential
Degree level or equivalent technical qualification	Desirable
Vendor specific accreditation (Microsoft, Cisco, VMWare etc.)	Desirable

Training, Experience and Knowledge

Previous experience within an IT role, ideally in a third line support role	Essential
Microsoft Server 2008/2012 knowledge	Essential
CCNA or equivalent knowledge and experience	Desirable
Experience using VSphere/VCenter	Essential
Experience using Anti-Virus software (ideally Sophos)	Essential
Experience of assisting with Disaster Recovery scenarios and procedures	Desirable
Experience using Group Policy and software deployment technologies	Essential
Experience using Office 365	Essential
Experience using Apple Configurator	Desirable
Experience using Lightspeed products including filtering and MDM	Desirable
Experience using electronic registration systems including SIMS MIS	Desirable
Experience using Follow Me printing	Desirable
Experience of using various AV equipment such as touchscreens	Essential

Personal Skills and Attitudes

A logical and proactive approach to IT development and maintenance	Essential
Display initiative, be positive and enthusiastic	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance	Essential
Possess excellent communication skills	Essential
Be a team player	Essential
Demonstrate a commitment to the process of continuous review and improvement	Essential
Suitability to work with children, young people and/or vulnerable adults	Essential
Flexible approach to working in line with the Trust	Essential
Ability to drive and access to own vehicle	Essential

