**Goresbrook School**

**Job Description**

# Post: Lead IT Technician

**Responsible to: Business Manager**

**Responsible for: IT Service provision at Goresbrook school (with the possibility of IT support into United Learning primary schools in the future)**

**Role Purpose:** To deliver, maintain and support technology in Goresbrook with the possibility of providing support to United Learning primary schools in the future. Assisting in the management of future IT staff, including their activity, performance and development. Responsible for delivery of IT Services at Goresbrook School

**Key Responsibilities**

* Reporting to the Business Manager, contributing to the operational management of IT Services to support teaching and learning, business and administrative at Goresbrook.
* With support from United Learning Technology Specialists create IT reports for the monthly reporting cycle at Goresbrook School.
* Line Management responsibility for any IT Technicians employed
* Oversee the provision of Audio Visual systems at Goresbrook School to ensure high availability and suitable performance. With the support of the United Learning Technology Specialists, develop a sustainable strategy for refresh, taking into account educational requirements, emerging technologies and affordability.

Responsible for meeting all SLA measures for the IT Service in Goresbrook School

**Specific Duties**

**Service Operation**

* Implement all policies and procedures relating to security, backup, disaster recovery and acceptable use, as directed by your line manager at Goresbrook School.
* Operate the Helpdesk and when appropriate the operational deployment of IT Technical staff.
* Provide first and second line support for requests and issues across the Goresbrook IT Service, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required.
* Manage the performance and workload of any IT staff at Goresbrook School.
* Support, assist and train as required all staff, students and visitors as deemed appropriate by Goresbrook School.
* Support the Business Manager by reporting on the performance of the IT Service at Goresbrook School against the SLA.

**IT estate at Goresbrook School**

* Support, maintain, develop and deploy all IT hardware and software resources used by Goresbrook School without exception, subject to exclusions which the SLT wishes to make (e.g. Hall AV).
* Maintain an accurate and up-to-date hardware asset register at Goresbrook School which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
* Maintain an accurate and up-to-date software register at Goresbrook School, including license details, renewal dates and costs, which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
* Test and prove the efficacy of the backup procedures on a scheduled basis at Goresbrook School.
* Actively maintain and monitor the anti-virus /anti-malware provision and overall security of the IT systems at Goresbrook School on a daily basis to ensure the integrity of data, systems and resources.
* Manage active network components including switches, routers at Goresbrook School.
* Maintain internet filtering systems at Goresbrook School.
* Manage remote access to Goresbrook School ‘s IT systems.
* Support all third party systems ensuring communication Goresbrook School servers.
* To negotiate with suppliers and place orders for equipment as authorised by the line manager.

**Personal IT Competences**

* Strong skills in the management and troubleshooting of networked systems.
* A strong skillset in the management of users within a Windows environment.
* The ability to troubleshoot issues with hardware, identifying faults and resolving/ escalating as required.

**General**

* Develop excellent working relationships with colleagues internally, centrally and externally.
* Be an effective and flexible member of the IT Service team.
* Uphold school’s policies and procedures at all times.
* Ensure any documentation produced is to a high standard and is in line with the in-house style.
* Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
* Participate in training and other learning activities as required.
* Participate in the Performance Management process.
* Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
* To represent Goresbrook School at events as appropriate.
* To support and promote Goresbrook School and United Learning’s ethos.
* To keep abreast of current technologies.
* To undertake any other duties and responsibilities as reasonably required by their line manager or SLT at Goresbrook School.

This post may involve both evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools’ IT Strategy or the incumbent of the post.

**Goresbrook School**

**Person Specification**

**Post: Lead IT Technician**

**Responsible to: Business Manager**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Education & Qualifications** |  |  |
| * 5 GCSEs including English and Maths, grade A\*-C or equivalent
 | ✓ |  |
| * Degree within a relevant discipline AND at least three years’ experience in relevant technology roles OR equivalent knowledge and skills gained by extensive experience (at least five years) in relevant technology roles
 |  | ✓ |
| * Professional IT certifications
 |  | ✓ |
| **Experience** |  |  |
| * Previous experience within a similar role (See “Specific Responsibilities for this role” in the accompanying Job Description)
 | ✓ |  |
| * Working to defined service levels and targets
 | ✓ |  |
| * Experience with Disaster Recovery configuration
 |  | ✓ |
| * Experience of leading on projects
 |  | ✓ |
| **Professional Knowledge, Skills & Competencies** |  |  |
| * Knowledge and understanding of the education sector
 |  | ✓ |
| * Excellent customer focus
 | ✓ |  |
| * Knowledge and practical skill with Windows Server management and support
 | ✓ |  |
| * Previous experience of management of VMware virtualised server systems
 | ✓ |  |
| * Previous experience of management of backup systems including Veeam and BackupExec
 | ✓ |  |
| * Knowledge and practical skill with Windows Active Directory and Group Policy
 | ✓ |  |
| * Knowledge and practical experience in managing Office365 tenancies.
 | ✓ |  |
| * Knowledge, understanding and practical experience of the application of relevant statutory requirements concerning Data Protection, Copyright, Health & Safety and Safeguarding as they apply to school environments
 | ✓ |  |
| * High level skills in Microsoft Office 2016
 | ✓ |  |
| * Wireless networking configuration
 |  | ✓ |
| * Web development skills
 |  | ✓ |
| * Experience of managing and supporting VoIP telephone systems
 |  | ✓ |
| * Excellent written and verbal communication & interpersonal skills
 | ✓ |  |
| * Good planning and organisation skills
 | ✓ |  |
| * Ability to build relationships, relate to students and act as a role model, encouraging positive behaviour
 | ✓ |  |
| * Ability to work as part of team and on own initiative
 | ✓ |  |
| * Experience of managing or coaching other technicians
 |  | ✓ |
| * Proactive approach to work
 | ✓ |  |
| * Ability to work under pressure, prioritise and meet deadlines
 | ✓ |  |
| * High levels of discretion and ability to work in a confidential manner
 | ✓ |  |
| * Willingness to work in a flexible manner
 | ✓ |  |
| * Attention to detail
 | ✓ |  |
| * Sound analytical, problem solving & reporting skills
 | ✓ |  |
| * Commitment to the ethos, aims and values of the academy
 | ✓ |  |
| * Commitment to continuous professional development
 | ✓ |  |
| * Respect for others in an inclusive community
 | ✓ |  |