Job Description for Lead IT Technician

Job Title: **Lead IT Technician**
Reporting to: **Business Manager / Network Manager**

Responsible for: IT Service provision across Goresbrook School

Role Purpose: To support the Network Manager in delivering, maintaining and supporting technology in Goresbrook School. Assisting in the management of the apprentice, including their activity, performance and development. Responsible for delivery of IT Service.

Key Responsibilities

• Reporting to the Network Manager, contributing to the operational management of IT Services to support teaching and learning, business and administrative functions across the site.

• Oversee the provision of all IT equipment and services across the site aiming to ensure high availability and suitable performance. With the support of the Network Manager, develop a sustainable strategy for refresh, taking into account educational requirements, emerging technologies and affordability.

Specific Duties
Service Operation

• Implement all policies and procedures relating to security, backup, disaster recovery and acceptable use, as directed by the Network Manager.

• Assist the Network Manager in the operation of the Service Desk.

• Contribute to the professional development of other members of the IT team.

• Provide 1st and 2nd line support for more complex requests and issues across the site, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required.

• Support, assist and train as required all staff, students and visitors as deemed appropriate.

• Actively contribute to discussions on how the Service can be improved based on local knowledge and data from the service desk application.

IT Estate

• Support, maintain, develop and deploy all IT hardware and software resources used 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 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 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.

• Actively maintain and monitor the anti-virus/anti-malware provision and overall security of the IT systems to ensure the integrity of data, systems and resources.

• Support in the management of active network appliances including switches, routers and firewalls.

• Support the installation of additional servers and upgrading of the network operating system.

• Maintain internet filtering systems.

• Support all 3rd party systems ensuring communication with servers.

Personal IT Competences
• Strong communication skills and an ability to work with users of all abilities and seniority.

• Strong skills in the management and troubleshooting of networked systems.

• Working knowledge of effective service management methodologies (FITS/ITIL or similar).

General
• Develop excellent working relationships with colleagues internally, centrally and externally.

• Be an effective and flexible member of the IT team.

• Work alongside the Network Manager to uphold IT 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 undertake any other duties and responsibilities as reasonably required by the Network 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 line manager or the incumbent of the post.

Job Description for Lead IT Technician

Specification	Essential	Desirable
Qualifications	• Relevant technical qualifications around Windows Server and Windows Desktop environments	• Evidence of further professional development and training • MCSE or equivalent technical qualifications • CCNA or relevant networking qualifications

Skills, Knowledge and Experience	• Highly developed diagnostic and technical troubleshooting skills
	
	• Ability to communicate effectively with both technical and non-technical staff
	
	• Experience in:
	    o Windows Server environments including hypervisor deployments in both Hyper-V and VMWare
	    o Active Directory
	    o Windows Desktop deployments
	
	• Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders
	
	• Attention to detail
	
	• Excellent organisational skills
	
	• Ability to both work using own initiative and work effectively as part of a team
	
	• Strong knowledge of basic IT packages: Office, Outlook, Windows.
	
	• a commitment to continuous improvement
	
	• A clear understanding of how IT is effectively used in teaching and learning
	
	• A genuine interest in technology and a clear strategy for keeping up to date with developments
		• Experience of working within education/school environment
		
		• Knowledge and experience of leading FITS or ITIL service desk operations
		
		• Experience in documenting systems and operations in school environments
		
		• Technical experience of Microsoft cloud technologies including Office 365

Personal Qualities	• A commitment to safeguarding and promoting the welfare of children and young people	

	• High levels of personal and professional integrity • High levels of discretion, confidentiality and awareness of data protection • A proactive, flexible and versatile approach • Ability to work effectively and calmly under pressure and manage multiple priorities • A facilitative approach to problem-solving and a "can do" mind set	