Role: Senior IT Technician
Responsible To: Director of Operations (BOA Trust)
Line Management: IT Technicians in Each Academy

Hours Per Week: 37.5
Salary Range: SCP 14 - 20: £27,334 - £30,296
Contract: Full Time

<u>Travel between Academy sites is required – Ability to drive is essential</u>

To provide technical support to the Trust staff and students.

Will be responsible for:

- Manage and respond to calls and tickets logged on the IT Helpdesk, ensuring effective utilisation – assigning tickets to technicians as appropriate
- Develop comprehensive user guides and documentation for user understanding and self help solutions
- Work closely with Director of Operations on IT Planning and future proofing
- Manage and maintain an accurate IT Asset database
- Appraisal process for members of IT Support Team
- Work closely with Network Manager (MSP) to keep IT Servers and clients up to date with Windows updates
- Maintain IT equipment with regular testing of peripherals
- Managing users and groups within Active Directory (creating new accounts when required)
- Manage user account security (MFA / Conditional Access)
- Manage work schedules and expectations of IT Support Team
- Liaise with 3rd party suppliers (sales and Support)
- Work closely with 3rd party Managed Service Provider to ensure smooth running of the IT service within the Trust and each Academy.
- Provide cover for IT Technicians across the trust during periods of absence
- Administering content to Internal & External Digital Signage displays and servicing hardware
- Assist with CCTV access and content export for security requests

Duties

- Maintain an accurate inventory of equipment
- Setup presentations, meetings and assemblies as and when required
- Service Interactive panels, TVs, cameras and audio recorders and audio equipment in classrooms regularly to ensure teaching and learning is not affected by equipment.
- Offer training sessions to staff on best uses of the equipment available
- Maintain and service the digital equipment available to students
- Deliver and collect laptop trolley bookings – to and from classrooms and handle the booking process
- Changing Toner cartridges in Printers & Photocopiers
- Ensure all Printers/Copiers are fully functional on a daily basis
- Ensure all Photocopiers have paper in all trays on a daily basis

- Assist students and staff with the use of the academy cloud apps (MS Teams, Sharepoint, OneDrive)
- Check outgoing and incoming equipment for any damages or issues
- Recommend new equipment for purchase
- Demonstrate processes upon request
- Write reports on any repairs carried out
- Liaise with manufacturer regarding warranty repairs
- Contribute to overall ethos/work/aims of the academy
- Be available to work on Open days/evenings and various other academy events on request
- Undertake other duties at the reasonable request of the Principal, SLT or Line Manager

Skills Required

- Excellent IT Skills
- Attention to detail
- Good communication and team working skills
- Ability to work to deadlines
- Ability to work on your own (Excellent initiative)
- A patient, methodical approach
- Good problem solving methods
- Awareness of Health & Safety procedures
- Understanding of various operating systems and devices

Desirable

- Experience of ICT Support
- Experience of Audio/Visual Support
- Good level of technical knowledge (Active Directory, Microsoft 365, Group Policy Management, Windows Server/ Windows 10/11, Mac OS, iPadOS, Network Switches, Wireless technology, Cisco/Cisco Meraki)
- Experience of using various systems and interfaces
- Experience of working in a school environment

Qualities and Attributes

- Hard working, passionate individual
- Able to accurately follow instructions, but make sound judgments and lead when required
- Excellent listening skills
- Able to work in close harmony with all staff
- Strong interpersonal, written and oral communication skills, particularly when liaising with non-technical colleagues
- Good organisational and time management skills
- Adaptable, flexible and able to work with minimum supervision
- Self-motivated, confident and able to work well under pressure
- Passion for technology and supporting others
- Ability to recognise the urgency of certain situations
- Strong approach to problem solving