**JOB DESCRIPTION**

**Job Title:** Senior IT Technician

**Scale:** S01 SCP 29-31 37 hours per week

**Responsible to:** IT Manager / IT Operations Manager

**Responsible for:** Overseeing IT support at Hub academies

**Job Purpose**

Responsible for the line management of other IT Services colleagues within the IT Services Hub, including requirement to deputise for IT Manager where required.

Responsible for taking a lead role on key systems and services (at academy or Trust level).

Responsible for ensuring that all schools within the IT Services Hub receive an outstanding, flexible and hands on service with regard to 1st, 2nd and 3rd line support.

**Responsibilities**

* Lead on all aspects of technical support across our primary academies.
* With support from other senior IT colleagues, maintain aspects of core infrastructure systems and services, including:
  + Network connectivity (switch maintenance and VLAN updates)
  + Internet services, including web filtering and Office 365
  + Windows server infrastructure, including AD, GPO, DNS, DHCP
  + Server applications such as print services, curriculum applications, files shares
  + Server system maintenance such as backup, anti-virus, Windows updates
  + Academy MIS systems
  + Telephony and VOIP
* Plan and implement improved solutions for all desktop, mobile and AV infrastructures in line with academy IT strategies and initiatives.
* Take a lead role in IT projects and capital project related work, ensuring that best practices are followed from planning through to implementation.
* Take a lead role in the implementation of curriculum and IT strategies as outlined by the Partnership Director of IT, IT Operations Manager, Principals and ICT Leaders.
* Manage delegated budgets and track all expenditure.
* Lead on the delivery of changes to hardware and software, ensuring documentation is created and maintained where appropriate.
* Respond to support requests in line with Trust procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to assist with diagnosis and resolution.
* Negotiate with suppliers and external contractors and track external support calls.
* Identify software, hardware and working practices required to fulfil functional specifications as defined by academy staff.
* Conduct individual and group training on the use of IT resources to enable first class teaching and learning opportunities for students and staff.
* Review and make suggestions to improve the IT Services team.
* Work as part of a wider Trust IT Services team, adopting flexible working practices, attending meetings and liaising with staff at all levels to ensure efficient operation of IT systems and services.
* Support the continual development and consistent maintenance of filters, IT systems, and monitoring protocols in line with Trust safeguarding strategies and procedures.
* Enhance knowledge and skills relevant to educational IT through online resources and attend relevant courses where appropriate.
* Any other duties corresponding to the general character of the post and appropriate with its level of responsibility.

**General**

* Be aware of, and comply with, policies and procedures relating to child protection, health and safety, confidentiality and data protection.
* Perform other relevant tasks as directed by the IT Operations Manager, the Partnership Director of IT, Principals and senior leaders.
* Work in partnership with, and across, other TGAT Academies as required.

**Key skills:**

* Dependable and reliable, with the ability to work on your own initiative.
* Outstanding time management and organisation skills to support highly effective use of time.
* Champion of high standards, pride in your work, and attention to detail.
* Strong computer hardware and software skills, with an ability to effectively troubleshoot and resolve problems at the level expected of the role.
* Outstanding communication skills, both oral and written, with ability to effectively communicate with teachers and pupils.
* Able to work cooperatively in partnership with other TGAT Academies.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** | **Assessed by:** |
| **Experience** | * A minimum of two years’ experience in an IT support role. * Experience of delivering outstanding services to meet customer needs, in person, online, and face to face. * Experience of managing competing priorities and working to tight timescales. * Experience of managing Windows Server 2008R2, Windows 7, and Office 2013 in a domain environment * Experience of configuring / monitoring networks, telephony and wireless systems | * Experience of managing Windows Server 2012, Windows 10, and Office 2016 in a domain environment * Experience of managing MIS systems, e.g. SIMS * Experience of managing projects and budgets * Experience of leading others * Experience of integrating Apple devices such as iMacs and iPads in a Windows networked environment | Application Form  Interview  References |
| **Skills** | * Full UK driving license. * Excellent communication skills, both written and oral and the ability to communicate with different groups of people. * Strong project management skills with proven experience of delivering projects from end to end * Outstanding administrative skills. * Excellent customer service skills and the ability to understand the needs of our students, staff, parents and carers. * Excellent organisational and time management skills and the ability to prioritise work for yourself. * Strong analytical skills and a systematic and methodical approach to problem solving. * Ability to work on own initiative as well as part of a wider team. * Ability to clearly and concisely disseminate knowledge and best practice to other members of staff. | * Possess the knowledge and confidence to adapt quickly to a new network environment, understanding underlying infrastructure required to run a Windows domain efficiently. * Excellent proficiency with Apple devices, including management of iPads and iMacs * Vmware management and deployment * Knowledge of recognised quality standards and best practise procedures in IT Services, e.g. ITIL | Application Form  Interview  References  Test |
| **Qualifications** | * Possess GCSE qualifications, including a minimum of grade C in English and Maths | * A recognised qualification and/or certification relevant to IT (e.g. Microsoft, Cisco, Vmware) * Possess A Level and /or equivalent Level 3 qualifications | Application Form Certificates |
| **Personal Attributes** | * Self-motivated and proactive. * Adaptable, willing and flexible. * Conscientious and dependable. * Calm, organised and methodical. * Enthusiastic, ambitious and hard working. * Excellent communicator * Ambitious and willing to embrace new technologies and ways of working |  | Interview  References |