Job Description for Lead IT Technician

Job Title: Lead IT Technician
Reporting to: London IT Service/Business Manager

Responsible for: Leading the local delivery of IT Services at Goresbrook School

Role Purpose: Your contribution will be vital in overseeing and improving our IT Services to bolster educational and administrative operations. Your tasks will encompass delivering technological solutions, exceptional support, and driving ongoing enhancements.

Key Responsibilities
- Contribute to the operational management of IT Services supporting teaching, learning, and administrative functions.
- Assist in generating IT reports for monthly reporting cycles.
- Managing your technicians, providing leadership and guidance.
- Contribute to a sustainable strategy for technology refresh.
- Ensure adherence to service level agreements.

Service Operation
- Implement IT policies and procedures.
- Aid in operating the service desk and deploying IT staff for operational tasks.
- Contribute to the professional development of fellow IT Service team members.
- Offer first and second-line support for complex requests and issues, performing hardware and application diagnostics and coordinating with third parties when necessary.
- Provide support, training, and assistance to staff, pupils, and visitors as needed.

IT Estate
- Maintain, develop, and deploy IT hardware and software resources.
- Keep an accurate hardware and software asset register.
- Regularly test and validate backup procedures.
- Monitor and maintain anti-virus/anti-malware provisions and IT system security.
- Manage active network components.
- Install servers and upgrade network operating systems as needed.
- Administer internet filtering systems and manage remote access.
- Support integration with third-party systems.

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 Service team.
- Uphold Academies' policies and procedures at all times.
- Ensure any documentation produced is to a high standard and is in line with the inhouse 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 Development process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To support and promote the ethos of United Learning and Academies taking the IT Service.
- To undertake any other duties and responsibilities as reasonably required by the IT Service Manager, Business Manager and SLT commensurate with the pay grade.

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.

Person Specification for Lead IT Technician

We accept that most candidates will not be able to fulfil all the criteria below and encourage you to apply if you feel that you can fulfil the role and demonstrate this as part of your application.

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	• Good diagnostic and technical troubleshooting skills
	
	• Ability to manage and communicate effectively with both technical and non-technical staff
	
	• Working knowledge of:
	
	  o Networking fundamentals, including IP addressing, subnetting, VLANS, Microsoft Active Directory, DNS, DHCP, Group Policy and supported versions of Windows Server operating systems
	  o Network appliances, servers and storage hardware
	  o Virtualisation
	  o Web filtering
	  o Anti-Ransomware procedures and practices
	  o Operating system and software deployment
	  o Identity and access management
	  o Privileged access management
	
	• Ability to establish positive working relationships with key stakeholders
	
	• Attention to detail
	
	• Excellent organisational skills
		• Experience of leading and developing team(s) in delivering technical excellence
		
		• Experience working within an education/school environment
		
		• Working knowledge of ITIL
		
		• Experience in documenting systems and operations in complex environments
		
		• Working knowledge of:
		  o SaaS, PaaS and IaaS
		  o Mobile Device Management, e.g. Jamf, Mosyle
		  o iOS/MacOS and Apple School Manager
		
		• A clear understanding of how IT is effectively used in teaching and learning

	• 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 genuine interest in technology and a clear strategy for keeping up to date with developments	
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	