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## **JOB DESCRIPTION**

**Job Title:** Senior Technical Engineer  
**Grade:** SO1 SCP 23-25  
**Reporting to:** IT Technical Manager

### **Job Purpose:**

Responsible for the delivering Trust-wide technical initiatives and projects, including the requirement to deputise for the IT Manager where required.

Responsible for taking a lead role on key systems and services (at trust level), ensuring the wider IT services team are developed through training, best practise and documentation.

Responsible for handling service outages and technical escalations in a calm, collected manner ensuring policies and procedures are upheld.

### **Responsibilities**

- Lead on all aspects of technical support across the Trust.
- With support from other senior IT colleagues, develop 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.
- 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 on the auditing and sense checking of Trust establishments to identify areas for continuous service improvement.
- Lead on the delivery of changes to hardware and software, ensuring documentation is created and maintained to a high standard.
- Negotiate with suppliers and external contractors and track external support calls.
- Conduct individual and group training to Trust staff on the use of IT resources and services.
- Review and make suggestions to improve the working practise of the technical 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 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 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.
- Confident in providing small group sessions for training and development.
- 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.
- Outstanding 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 communicate with people at all levels.
- Able to work cooperatively in partnership with other TGAT academies.

**Personal Responsibilities:**

- Hold positive values and attitudes and adopt high standards of professional conduct.
- Carry out the duties and responsibilities of the post, in accordance with the Trust's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout TGAT.
- To willingly engage with training as required by the academy.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

**Any Special Conditions of Service:**

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of the Trust.
- The Trust operates a No Smoking Policy.

*The GORSE Academies Trust is committed to safeguarding and promoting the wellbeing of all children and we expect our staff and volunteers to share this commitment. The successful candidate will be subject to a Disclosure and Barring Service (DBS) check. We promote diversity and aim to establish a workforce which reflects the population of Leeds.*