

Job Title	Senior IT Technician
Reporting To	Trust IT Manager
Scale	Grade 6 SCP 15 – 22
Salary Range	£27,803 - £31,365
Contract	Full Time - Permanent
Responsible For	Supporting Trust IT and Network Services

Job Role

Core Responsibilities

- To work closely with the Trust IT Manager to provide a service that supports high-quality teaching and learning.
- To work as part of the One Community Trust IT central team.
- Delivery of the consistent performance of all IT systems and provision of high-quality customer service in line with agreed standards of service delivery across all academies within the trust.
- To support the management and maintenance of IT systems, services, and resources for safe and effective use by pupils and staff, remotely and in person across the Trust.
- To deputise for the line manager concerning any administrative, technical, and other associated IT matters (where applicable) either in their absence and/or where delegated.
- Line manage junior trust IT staff.
- To contribute to the development of IT and its use across the Trust.
- Provide timely and effective support to trust staff, pupils, and other stakeholders, where required, to resolve technical incidents and problems.
- Ensure the line manager is kept informed of ongoing or serious incidents, as well as identifying underlying patterns.

Technical and Customer Support

- To operate the Trust IT Helpdesk effectively utilising the software and management tools provided and ensure helpdesk calls are logged and closed within agreed service levels.
- Responsible for ensuring the helpdesk workload is monitored and delegated appropriately.
- Update users on the progress of calls and service requests
- Provide first and second-line support for IT queries with technical escalation to the Trust IT Manager and third-party partners as appropriate.
- Support in-house training as required.
- Interact with users by means of telephone, remote access and face-to-face to provide timely support and communication.
- Respond to information requests in a timely and efficient manner.
- Maintain user documentation, procedures and libraries for installed products.
- Coordinate with internal and external stakeholders to maintain IT service provision.
- Ensure proactive checklists are maintained and issues are escalated accordingly.
- To assist/train all staff in the use of ICT hardware/software including the delivery of training.

- To check through system logs to ensure that any safeguarding/student behaviour issues are picked up and reported to each academy's pastoral team.
- Ensure any IT equipment that has been requested for examinations, events, training or external lettings is set up promptly.
- To manage the ICT Asset Register ensuring stock levels are updated appropriately and orders are raised as required.
- Maintaining security and taking action to prevent misuse of the network and other ICT equipment.
- To liaise with third parties when implementing or supporting systems across the Trust.
- Report on printing logs to ensure printing costs are controlled as much as possible.
- To assist with the management and monitoring of ICT Systems (printers, client devices, MIS and CCTV) to ensure that the educational and business needs of the school are met.

Hardware

- Delivery of the consistent performance of all IT systems
- Assemble and maintain equipment in working order, and test equipment as required.
- Support school education systems and perform hardware troubleshooting and repair on desktop and laptop equipment and other IT equipment as specified.
- To keep a detailed current inventory of software and hardware in the Trust's asset register software
- Set up and support desktops, laptops and other end-user devices Support staff using IT equipment and networks.
- To ensure that IT facilities are always fully functional and secure.
- To assist with the management of the computer network and network hardware, helping to minimise system downtime.
- To assist with managing ICT installations and infrastructure developments.

Software

- Support Academies with their use of the Office 365 suite of applications, including Teams, SharePoint and Google Workspace.
- To maintain on-site, cloud-based servers and administration of Azure, Active Directory, Microsoft 365 Services and Google Admin Workspace.
- To ensure that all relevant software is kept up to date.
- Provide administration for Mobile device management across multiple device platforms.
- Provide high-level support to network users for office automation applications, such as word processing, spreadsheets, databases, e-mail and other productivity software.
- Manage the day-to-day running of the network under the direction of the Trust IT Manager.
- To assist with the system administration for external hosted systems.

Cyber Security

- Monitor all aspects of security across multiple platforms, action anomalies as appropriate and report concerns to the Trust IT Manager.

Judgement, Decision-making authority:

- To be able to draw on your skills and experience to act autonomously using discretion and professional judgement to make independent decisions in keeping with the responsibilities of the role.
- To provide support and guidance, as well as appropriate challenge, to line reports.
- To provide professional guidance and advice to colleagues and stakeholders across the group.
- To expedite work instructions from the Trust IT Manager.

Other Specific Duties:

- The Trust Central team are located on-site at the Birchwood Community High School. There will be a requirement for multi-site working, based on the needs of the Trust and the requirements of the role.
- Attend team/staff meetings and maintain confidentiality inside and outside the workplace.
- To continue personal and professional development as required.
- To actively engage in the performance review process.
- All support staff may be used to perform appropriate duties as and when required by the Trust, commensurate with the salary grade of that post if it is higher than the employee's current salary.
- To work in the best interests of the Trust, students, parents, and staff.
- To adhere to the Trust's policies and procedures with particular reference to Child Protection, Equal Opportunities, Teaching and Learning and Health and Safety.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.