Senior IT Technician

Job title: Senior IT Technician

Salary Range: Band 4

Responsible to: IT Manager

Working Hours/Weeks: 37 Hrs. / 52 Weeks

Purpose

The Senior IT Technician will have the responsibility for working with the team of technicians ensuring that the infrastructure and the end user devices are operational constantly so that the curriculum and administrative systems can be accessed at all times. Maintaining the school network, including desktop computers, laptops, printers, telecoms, cashless catering etc. to ensure they are fully available to all staff and students when required.

Role and Responsibilities

 In summary these include:

- Monitor and maintain the network infrastructure and services
- Undertake minor repairs to equipment and arrange major repairs as appropriate
- Create and make changes to users and computers
- Manage security groups and distribution lists as required
- Follow security procedures with reference to protecting hardware, data and confidential information in line with school policies
- Support ongoing project work for the future development of the department and school network infrastructure
- Monitor and maintain damage to any IT equipment, minimising down time of devices kept to a minimum
- Ensure all appropriate software is correctly on the system and on individual computers
- Support IT Manager to ensure daily back-ups are made
- To be available during the school day with the IT Technicians to assist staff with their teaching by ensuring students have no problems when accessing computers
- Undertake the more technically demanding operations as directed by the IT Manager
- Provide on a regular basis reports to the IT Manager detailing the numbers of problems related to individual ICT rooms, the proportion of computers and devices within the school that are fully operational and the issues causing specific problems
- Provide appropriate documentation for the systems to support all users and non-technical staff
- Install and configure software (operating systems, academic software and drivers)
- Support the IT Manager in the annual review and renewal of Academy SLA's
- Raise purchase orders for IT consumables and obtain quotes as and when required.
- Other ad hoc duties as directed

Person Specification:

The person appointed will be expected to have at least 2 years relevant IT experience in a similar role, in an education setting is desirable but not essential. Line management experience and the ability to demonstrate that they have a "can do" attitude and are able to work unsupervised with excellent time management skills. The appointee will need to ensure that he/she remains up to date with systems and developments related to the schools network and be willing to undertake any relevant training to support development of the schools IT infrastructure.

Criteria	Essential or Desirable	Method of Assessment Application Form (AF) Selection Process (SP) Interview (I)
Qualification		
GCSE English and Maths, grace A* to C	E	AF
Recognised IT qualification	D	AF
Experience		
Experience of working in a similar role	E	AF
Successful track record of developing and implementing process to achieve best value and maximising resources	E	I
Experience of managing a team of IT Technicians	D	I
Knowledge		
Understand and comply with procedures relating to H&S and GDPR	D	I
Knowledge of Microsoft Servers, SCCM, MDT, WSUS, Sophos End Point & Back Up Exec, Active Directory and Hyper- v	D	I
Knowledge of software such as Progresso, Parent Pay, Sage & Ps Financials	D	I
Skills		
Strong interpersonal skills	E	I
Highly effective negotiation skills to achieve best possible outcomes and value	E	I
Strong Organisation Skills	E	I
Ability to manage projects	E	I
Excellent ICT Skills	E	AF
Ability to work on owns initiative and resolve issues independently	E	I
Personal Qualities		
Flexible approach	E	I
Effective Time Management	E	I
Ability to work under pressure	E	I
Present "solutions" rather than problems to enable effective decisions to be made	E	I
A team Player respected by others	E	I