Job Title:	Senior IT Technician
Reports To	IT Manager
Scale/Salary	Essex 2020 Scale 7, point 19-24 (£25,927 - £29,174 pa actual)
Hours	37 hours Full Time (52.14 weeks per year) 8am - 4pm Monday-Friday

Purpose
Working as a member of the IT Service team to deliver an efficient, secure and reliable digital technology environment, providing the capabilities necessary to support our schools and staff in delivering educational excellence.

Main Responsibilities and Duties

- Deputise for the IT Manager as required and help manage and direct the IT Technicians and Apprentices.
- Provide technical support to staff and students focusing on 2nd and 3rd level issues.
- Take a proactive approach to continually improve the reliability, resilience, performance, and functionality of IT systems and hardware ensuring maximum availability and utilisation.
- Provide appropriate Training and Guidance to Staff where required.
- Support the deployment and management of hardware and software including tablets, laptops, desktops, servers and networking equipment.
- Assist in the development of documentation for use by staff, students and other team members.
- Manage small to medium sized projects, from the initial conversations with the project requester through to completion.
- Assist in the creation and maintenance of IT policies and procedures and contribute to the strategic IT plan.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with the line manager
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.
- The duties above are neither exclusive nor exhaustive and the post holder may be required by the MAT to carry out appropriate duties within the context of the job, skills and grade.

Person Specification			
		Essential	Desirable
Qualifications and documentation	Enhanced DBS and validated references (or able to obtain same)	✔	
	Eligibility to work in the UK	✔	
	Able to demonstrate a good level of general education to GCSE standard in Mathematics and English or equivalent.	✔	
	Full driving licence – ability to be mobile between sites where required		✔
	Recognised qualification in a relevant subject or equivalent experience	✔	
Experience	Successful recent experience providing 2nd to 3rd line IT support, as part of a team	✔	
	Working face to face with users to provide IT support	✔	
	Working with an IT Service Desk and following helpdesk procedures		✔
	Working remotely to provide support to IT users		✔
	Working with ITIL or SDI processes and procedures		✔
Knowledge Skills / Competencies	Strong fault diagnosis and resolution skills	✔	
	Effective oral and written communication skills	✔	
	Tact and sensitivity in contentious situations	✔	
	Excellent reading and writing skills	✔	
	Good numeracy skills	✔	
	Consistently maintains confidentiality	✔	
	Office 365 and\or G Suite	✔	
	Cloud Technologies (preferably Azure)		✔
	Active Directory	✔	
	Microsoft Windows Desktop	✔	
	Apple MAC Desktop		✔
	Linux Desktop		✔
	Networking, including TCP/IP, DNS and DHCP	✔	
	Desktop Deployment Technologies (WDS, MDT)		✔
	Device Management (Preferably Intune)		✔
	Security Software including AV (preferably Sophos), Content Filtering (preferably smoothwall)	✔	
	Mobile Device and BYOD (Android or IOS)	✔	
	Server Virtualisation (preferably Hyper-V)		✔
	ESS SIMS		✔
	Print Management including MFDs and papercut		✔

Personal Qualities	Demonstrates an active interest in the development of IT	✔	
	Ability to prioritise work effectively	✔	
	Work calmly under pressure, subject to interruption and conflicting demands.	✔	
	Effective time management.	✔	
	Work effectively as part of a team.	✔	
	Follow instructions accurately.	✔	
	Use own initiative and work independently	✔	
	Accuracy and attention to detail	✔	
	Resolve routine issues independently within general procedural framework	✔	
	Communicate effectively with adults and children, verbally and in writing.	✔	
	Committed to personal and professional development.	✔	
	High Personal Expectations	✔	