



SENIOR IT TECHNICIAN – JOB DESCRIPTION

Job Title: Senior IT Technician

Line Manager: IT Team Lead

Important functional Relationships:

- IT Staff
- Administrative Staff
- Heads and Teaching Staff
- Premises and Support Staff

Important external relationships:

- Contractors and Suppliers
- Parents and Visitors
- Local residents/organisations

The Senior IT Technician is an essential part of our trust IT team, acting as a technical escalation point and ensuring the appropriate service levels are maintained and the systems are reliable.

Our goal is to offer an essential, responsive service to ensure that our schools can deliver the best teaching and learning possible. We are looking for someone who takes pride in customer service and will help us continue to achieve this for our schools.

The Senior IT Technician will be accountable to the IT Team Lead and assist in the development and delivery of the trust's IT strategy, including both day to day support and development work. They may also be asked to input to the IT vision and strategy, ensuring it meets the school's requirements and is viable from a technical and IT support perspective.



Main responsibilities/Duties of the job:

Operational Duties 80%

- Responsible for ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities. (including Out-Of-Hours support where appropriate)
- Responsible for supporting, maintaining, and managing a wide range of technical systems associated with the client devices and infrastructure.
- Accountable and responsible for delivering day to day IT support to all users and addressing any ongoing or reoccurring issues impacting the service.
- Responsible for developing, embedding, and managing methods of working practices, including proactive IT support to end users to ensure that a high quality, professional IT service is provided to the Trust community.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment.
- Taking part in business continuity and disaster recovery implementation.
- Accountable for working collaboratively with teaching and learning and business support staff to understand their ongoing technology requirements, to support in the development of the IT strategy and ongoing IT operations planning and management.
- Responsible for the maintenance and management of an up to date asset register
- Responsible for the maintenance of up to date documentation of all relevant IT and AV systems and hardware, including maintenance contracts and warranties.
- A wide range of technical duties primarily in connection with maintaining, upgrading, and replacing IT installations.
- Maintaining documentation on IT hardware, software, and audio-visual equipment.
- Testing equipment and supporting internal and external events where IT support is required.
- Acting as an escalation role for the first line support staff.
- Providing second and third-line support
- Providing first line support where appropriate
- Aiding in the moving of equipment where appropriate
- Actioning routine network configuration changes in accordance with school procedures (e.g. VLAN changes for Room Moves, changing of account settings)
- Escalating challenges to the IT Team Lead, Director of IT or third party as applicable.
- Supporting and maintaining all school-owned user technology including desktops, software, laptops, printers, and mobile technology.
- Walking the sites and checking IT equipment to log any faults and damage
- Testing equipment and supporting internal and external events where IT support is required.
- Performing Server and Application updates in-line with the requirements of our schools.



Project and Development Duties 20%

- Working with the team in identifying IT service improvements.
- Supporting the successful delivery of any new projects or developments.
- Participating in planning processes and providing feedback on these as the year progresses.
- Driving personal continued professional development, in line with the school's CPD model and IT requirements.

Knowledge and Experience

- Experience in supporting, developing, and maintaining IT systems and infrastructure.
- Knowledge of current best practice, products, and statutory requirements, including IT health and safety, GDPR and copyright.
- Knowledge and experience of Microsoft Active Directory, Office 365, Hyper-V, SAN environments, Dell networks and configuration, tablet deployment / management.

Skills and Aptitudes

Ability to:

- Provide technical support, whilst maintaining the ability to deliver a responsive IT support service.
- Discuss and explain technical issues to nontechnical key stakeholders.
- Adjust and adapt working practices to accommodate requirement changes.
- Learn new technologies outside of traditional practice based on the strategic requirements.
- Problem solve, analyse issues, make informed judgments, take appropriate action and accept responsibility for results.
- Assign work to IT Technicians/Apprentices where appropriate, whilst supporting and empowering them to undertake tasks whilst maintaining accountability.
- Provide direction and support to the IT Technicians and Apprentices to enable achievement of objectives.
- Identify and meet the needs of all key stakeholders to deliver a high-quality service.
- Track, review and assess new and evolving hardware technologies and make recommendations on how they should be incorporated into the Trust (where appropriate).



Additional Information:

- Hours of work: 37 (Mon-Thurs 8-4PM, Fri 8-3.30PM)
- This position involves working with children and a satisfactory enhanced disclosure will be required from the Disclosure and Barring Service.
- SASH Education Trust currently comprises of 2 schools (Ditton Park Academy and Grove Academy). This role is part of a team that delivers support across these sites, as such occasional travel may be required.



Essentials Person Spec:

- Should have at least 3 years' experience in a IT Support role (Preferably in a School environment)
- Strong knowledge of Microsoft desktop operating systems and Applications
- Strong knowledge of Wired and Wireless Networking including topologies, switch configurations and WLAN administration
- Strong knowledge of Microsoft Server technologies (including Active Directory, ADFS, RADIUS and System Center)
- Strong knowledge of Microsoft 365 (including User Management, Exchange and Teams administration)
- Extensive knowledge of the computer environment and the ability to identify, troubleshoot and resolve problems or issues to the satisfaction of the customer or end user.
- Experience and up to date knowledge of server systems management including Storage Area Networks (SAN), Local & Wide area networks (LAN & WAN), Virtual LAN and network virtualisation (Hyper-V), Exchange, SQL, Windows (including Active Directory and Office 365) and Apple OS X solutions.
- Knowledge and understanding of a broad range of web, data handling and presentation applications.
- Experience of working collaboratively with teachers & other professionals whilst demonstrating the ability to explain technical issues to non-technical users.
- An understanding of child protection issues.
- Ability to use an analytical approach to diagnosing and solving technical problems.
- Ability to work under pressure, prioritising work to meet deadlines, whilst maintaining a professional service to the School and users including parent/ carers.

Desirables qualifications/requirements:

- MCITP: Enterprise Desktop Administrator 7/8 or MCITP: Windows 7 or Windows 8, Enterprise Desktop Support Technician
- MCSA Office 365 certified
- Experience of working in an environment that serves young people.
- Experience and knowledge of Office 365 in the classroom (Microsoft Teams/Classroom)
- ITIL Foundation V3 or ITIL based methodologies
- Knowledge of School MIS system (SIMS.net)