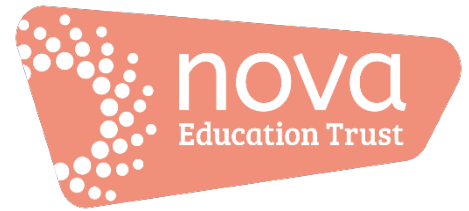# Job Description

Department: IT
School: Meden School, Garibaldi School and UNIP
Post: Senior IT Technician
Salary: Scale 6/S01
Responsible to: Head of School, Director of IT and COO
Dated: March 2019

Overview

The role will be to provide:

- Operational support for the IT Infrastructure within a group of schools
- Provide 2nd line support for school technician
- Assist the Director of IT in the successful implementation of the Trust's IT Strategy

Specific Responsibilities

- Ensure the availability of the ICT Infrastructure for the assigned schools

- Apply software updates to servers and applications as directed, with potentially out of hours requirements at times

- Ensure that all data is stored on the network and secured. Where data is not stored on the network, suitable safe-guards such as encryption is used

- Monitoring of the backup systems and ensuring that system and data backups are completed

- Creating silent installation packages for software applications as required

- Management of Mobile Device Management where applicable

- Take ownership of helpdesk tickets and ensure staff are informed of the status of their ticket

- Escalate incidents to the appropriate person or team when required and work with school IT Technicians, 3rd Line Support and Director of IT to achieve a resolution.

- Assist school IT Technicians with their tickets and jobs

- To identify and document workarounds to IT related problems, seeking approval for work arounds from 3rd Line support

- To ensure that incidents and service requests are resolved within the target resolution time and that the solutions are documented within the system.

- Assign user access rights where required, applying the principles of GDPR to each request and following processes and procedures set by the trust

- Support the development of curriculum

- Maintenance of user accounts and email access, ensuring that new staff and students have appropriate accounts and access

- Ensure that all systems documentation is maintained and updated as required.

- Identify training requirements of Trust staff and ensure that the Director of IT is aware of those requirements.

- As directed by the Director of IT Services, Lead, Manage and Implement IT projects on behalf of the trust.

- Enforce security policies and procedures are implemented.

- Work within the requirements of GDPR

- Understand your responsibilities in relation to Safeguarding and child protection

- Other IT Infrastructure work which may be required during the development the systems

- Provide additional support the for other areas of the Central ICT Services when required

- Deliver outstanding customer focused service at all times

- Ensure the KPIs identified in Service Level Agreements are met

Person Specification

Factor	Essential	Desirable
Qualifications	• Degree or equivalent experience	• Higher professional qualification • Microsoft Certifications • Other current IT Certifications
Experience	• Significant experience within the IT Sector	• Working in an academic environment • Experience of providing 2nd Line IT Support services
Skills and Knowledge	• Microsoft Windows Server 2012 to current • Microsoft Windows 7 to current • Microsoft Office Suite • Fault Diagnosis • In-depth knowledge of computer systems and networks • Good verbal and written communication skills • Ability to communicate with staff at all levels • Self-motivated, with a positive attitude and a strong commitment to teamwork. • Excellent troubleshooting skills • Logical and Analytical approach to problem solving • Ability to prioritise tasks and work under pressure during troubleshooting and problem-solving • Flexible, adaptable and capable of handling the various pressures and demands associated with this customer focussed ICT support role • Ability to follow procedures, pay attention to detail and produce accurate work	• HP/Aruba Wired networking (ProCurve) • IP Routing • Cisco Meraki Products • Multisite support • Programming (Powershell, C, VB, etc)

	• Ability to produce and provide accurate documentation on workflows and processes. • Ability to work flexibly to meet deadlines and respond to unplanned situations • Ability to prioritise workloads	
Personal Qualities	• Excellent organisational skills • Ability to build relationships with a wide range of people • Approachable • Adaptable • Ability to work flexible hours when necessary • A willingness to travel between schools as and when required • Proactive approach to work and knowledge growth • Ability to absorb a wide range of information • Customer service orientated	