**Job Description**

**Post:** **Senior IT Technician (Schools)**

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| **Salary/Grade** | Grade F SCP 17 – 22 £30,060 - £32,652 |
| **Working time:** | Full Time, 36 hours per week |
| **Responsible to:** | IT/Network Manager |
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## Main purpose of the post:

* To provide technical support and advice to staff and students.
* To deliver high quality support in the use of IT as set out in the Trust’s IT Strategy.
* To develop, maintain and support network systems, servers and applications.
* To support Trust cloud-hosted infrastructure applications.
* To provide a lead in allocated IT projects and initiatives.
* Keep up to date with IT developments.

## Main duties:

# Operational Activities

* 1. To provide technical support and advice to staff and students in line with the trust’s IT Strategy and service level agreement for the department.
	2. **Desktop & Application Support**
* Set up, maintain, upgrade and repair a wide range of PCs and peripherals across the college;
* Install and test new peripherals;
* Diagnose and resolve PC, printer, peripheral and software faults;
* Create packages and install complete applications and set software in accordance with ICT standards;
* Provide advice and guidance on PC and peripheral lifecycle management;
* Provide technical assistance for audio-visual applications and set up equipment for trust events;
* Administer desktop application suite in accordance with ICT standards and IT strategy;
* Configure network clients with appropriate server information and software;
* Assist users to access network resources offering configuration support.
	1. **Server & Network support**
* Administer system user accounts;
* Run network monitoring reports and utilities;
* Install and maintain or manage the installation of server applications.
* Perform network diagnostic and recovery routines;
* Maintain user accounts and permissions, including setting up new accounts;
* Maintain passwords and password integrity;
* Support, manage and administer server-based systems.
* Provide management and administration of cloud hosted systems;
* Support all network devices, including mobile and multimedia applications, liaising with other teams and staff as required.
	1. **Change Control & Documentation**
* Update records of installed hardware and software; maintain software libraries and store original copies of installed applications;
* Plan, record and implement changes to network, server, back-office hardware and applications; collate and interpret results of testing and advise if goods are fit for use.
	1. **Projects & Upgrades**
* Working with and assisting IT Teams in academies across the trust when required;
* Collaborate with third parties to install equipment, cabling and software as required;
* Lead in the delivery of small-scale IT projects;
* Ensure an adequate knowledge transfer from third party to staff during project or upgrade implementation;
* Contribute to the production and implementation of the Trust IT Strategy.
	1. **Business Continuity, Maintenance & Security**
* Follow the trust’s backup, virus protection, security and e-Safety procedures;
* Note risks to ICT systems and suggest precautions; contribute to the production and testing of the trust’s business continuity plan (BCP);
* Follow extended maintenance procedures according to a defined schedule;
* Implement and suggest improvements to backup, virus protection, and security and e-Safety policies.
	1. **User Support & Request Management**
* Respond to support requests according to trust procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to inform diagnosis and resolution;
* Record the time spent on tasks and compare to expectation/allocation as appropriate;
* Work to the IT service level agreement and note problems in maintaining service levels;
* Prioritise tasks and escalate serious problems to the appropriate level;
* Track external support calls and report performance of external contracts.
	1. **Health & Safety**
* Ensure basic safety checks are carried out and escalate problems as required;
* Follow relevant Health & Safety procedures and raise awareness among staff and students;
* Follow and comply with the Trust’s policies and procedures and take responsibility for the duty of care in respect of the levels of Health & Safety across the Trust.

# User Education & Training

* 1. Assist in the planning and delivery of IT inductions, and information & study skills sessions;
	2. Provide support for all users in the retrieval, choice and use of electronic learning resources, including the use of hardware and software packages;
	3. Promote the use of electronic resources to enhance independent learning;
	4. Assist in the production of guides and learning materials;
	5. Contribute to the development of e-services;
	6. Provide support and training for multimedia equipment and mobile devices;
	7. Promote good inter-departmental knowledge sharing.

# Curriculum Provision & Development

* 1. Ensure all classroom IT facilities are well maintained and in working order;
	2. Have an appreciation of the capabilities of the trust’s ICT services and infrastructure and role of ICT in the curriculum;
	3. Contribute to the continuous innovation of ICT services to meet future needs of the curriculum;
	4. Support the planning of and implementation for major developments of the ICT services across the trust;

# Management Information & Administration

* 1. Maintain records of equipment bookings and loans;
	2. Log incidents and support requests, along with completion outcomes;
	3. Maintain records of student usage of the facilities, including the administration of Supervised Study;
	4. Assist with the development and maintenance of the IT rooms in line with the aims of the IT Strategy, ensuring a friendly, safe, well equipped and welcoming service.
	5. Maintain a database of licenses and contracts for ICT and e-resources and ensure the costs represent value for money.

# Management of Resources

* 1. Maintain, support and upgrade IT equipment and infrastructure across the college;
	2. Liaise with external organisations to resolve issues with equipment and software;
	3. Assist with an annual audit of ICT infrastructure;
	4. Develop and maintain procedures for routine admin functions in the department;

# Students

## Safeguarding

* 1. Commit to safeguarding and protecting the welfare of children and young people by ensuring effective implementation of the safeguarding policy and procedures;
	2. Monitor student behavior and report e-safety concerns;
	3. Ensure safety checks are carried out to equipment;
	4. Provide technical support during any investigations arising from the implementation of the trust e-Safety Policy.

## Discipline

* 1. Take responsibility for promoting good standards of behaviour and conduct in students by implementing and reporting breaches of the Student Conduct and Discipline policy;
	2. Monitor the implementation of the ICT Acceptable Use Policy and withdraw access rights for a student in respect of any abuses, reporting such breaches to the relevant curriculum staff.

## Learner Involvement

* 1. Contribute to the development and implementation of the Learner Involvement Strategy in order to improve the quality of provision and to respond appropriately to learner needs;

# Quality Assurance

* 1. Contribute to the Self-Assessment Report and Quality Improvement Plan within the Department;
	2. Participate in the Trust’s Performance Management Review system and have an annual review meeting with your line manager;
	3. Keep a professional development file to record personal training and development.

# Equality & Diversity

* 1. Create a purposeful, positive and supportive working environment, sensitive to equality and diversity;
	2. Ensure that adaptations to ICT equipment to support users with disabilities are maintained and are appropriate.

# Communications

* 1. Attend events, briefings and meetings as part of the meeting schedule;
	2. Use the Trust’s systems, policies and procedures to communicate issues as necessary;
	3. Support staff and students in the use of ICT resources through direct interaction and by producing detailed help sheets.

# Marketing & Liaison

* 1. Contribute to the marketing and promotion activities of the Trust and the Department;
	2. Provide technical support at marketing events, including off-site where required.

# Personal Qualities

* 1. Work collaboratively as part of a team to share good practice;
	2. Be prepared to work flexibly to support users and resolve problems to maintain a high level of service;
	3. Participate in continual professional development and coaching and mentoring to enhance and share good practice;
	4. Attend relevant courses and actively seek to broaden knowledge and skills relevant to responsibilities and college strategy/priorities in respect of ICT;
	5. Make yourself available and accessible in public college spaces to promote a caring IT support service.

# Other

* 1. Contribute to the trusts mission and ethos and support its aims and objectives;
	2. Follow and comply with the Trust’s policies and procedures and outline in the staff Handbook and take responsibility for the duty of care in respect of the levels of Health and Safety across the schools;
	3. Work on projects at any of the Trust sites with adequate notice;
	4. Undertake any other duties of an equal nature as assigned by the principal or their designated alternate.