

Job Description	
Department	Central Trust Team
Post Title:	Senior IT Technician
Salary Scale/Range	Scale 5, points 12 to 17 £22,183 - £24,491 (NJC pay award pending)
Hours	37 hours per week (full time or term time plus 4 weeks)
Permanent/Fixed Term	Permanent
Posts Responsible to	Network Manager
Posts Responsible for	n/a
<p>Job Purpose:</p> <p>The Senior ICT Technician is an integral part of the ICT team. The school is increasingly dependent on its ICT systems working properly and efficiently. A proactive and planned approach is essential to ensure the ICT infrastructure enables the school to work optimally. You are required to help maintain all aspects of the school's ICT infrastructure and provide technical support, training and guidance to all end users.</p>	

Key Accountabilities/Primary Responsibilities:

- To deputise for the Network Manager in his absence.
- Ensure Daily and Weekly backups are completed by liaising with the Network Manager to resolve issues.
 - Maintain all necessary documentation including system manuals, cable diagrams, patching schedules, equipment inventories, orders, service records, etc., as required
 - To set own daily support priorities, balancing response to support requests with the ability to follow planned monitoring, maintenance and wider ICT services.
 - Support ICT Technicians with any advanced tasks to ensure an adequate level of service is maintained across the department.
 - Install, configure, test and manage the deployment of system and client applications whether new or upgraded.
 - To configure and maintain MDM systems and devices including iPads.
 - To assist in resolving issues relating to the school's network infrastructure, cloud services, server environment, end-user devices (including PCs, iPads and mobile devices), wireless network, CCTV, telephony, printing and cashless catering systems.
 - Ensure user accounts and permissions are set up correctly in AD and synced with Google and Office 365.
 - Assist the ICT Network Manager in ensuring all Shares and Drive permissions are configured correctly to negate the risk of a data breach.

- Assist the ICT Network Manager in ensuring all Antivirus, Ransom Wear and Device Encryption software is up to date and working correctly.
- To configure and maintain all Core Network systems including Switches and VLAN Management, Virtual Servers and Physical Hosts
- To diagnose faults and undertake repairs as required, liaising with third-party providers for repair when necessary.
- To ensure the ICT Network Manager is aware of all changes that you want to make to the Network, Software and Hardware.
- Assist the ICT Network Manager in ensuring network operating systems, components and equipment is kept up to date with the latest patches.

- Provide technical training, support and advice to all end users of the ICT Network.
- To support staff and students with the set-up and preparation of ICT equipment around the school.
- Carry out research and purchase equipment which is compatible with school systems and advances the school development plan while ensuring the best overall value.
- Liaise with Third-Party suppliers to ensure software licences are up to date/renewed on time.
- Liaise with Third-Party suppliers to ensure all critical hardware is covered under warranty/renew warranty when needed.
- Liaise with Third-Party suppliers and the school's Data Protection Officer to ensure all data shared with companies/systems are set up and handled in accordance with the signed Data Sharing Agreement.
- To complete routine checks of all ICT suites and log faults in the help desk system.
- To keep abreast of technological developments and encourage the use of ICT at all levels.
- Maintain stocks of spare parts and consumable items.

- Ensure trust wide compliance with Keeping Children Safe in Education safer recruitment guidelines.

- Build effective relationships with key stakeholders to ensure a seamless and efficient service is provided at all times.

- In addition, be willing to undertake any other miscellaneous work, deemed suitable by management of the Trust.

Professional Development

- Maintain personal professional development to ensure that the knowledge and skills required to fulfil the role are up to date
- Be a professional role model, and understand and promote the aims and the values of the Trust

Safeguarding and Promoting the Welfare of Children and Young People

- The jobholder is required to adhere to the statutory guidance 'Keeping Children Safe in Education' and follow all of the Trust's policies and procedures in relation to safeguarding at all times.

Data Protection

- The jobholder is expected to comply with the provisions of GDPR and the Data Protection Act 2018, and follow all of the Trust's information governance policies and procedures at all times.

Equality and Diversity

- The jobholder is required to treat all people they come into contact with, with dignity and respect, and is entitled to expect this in return.
- The Trust are committed to fulfilling their Equality Duty obligations, including valuing equality and diversity and we expect all employees to share this commitment.

Health and Safety

- The jobholder has a duty to take care of their own health and safety and that of others who may be affected by their actions at work.
- The jobholder must co-operate with the Trust as their employer, and co-workers to help everyone meet their legal requirements and follow the Trust's health and safety policies and procedures at all times.

Staff Member Name	
Signature	
Date	
Manager Name	
Signature	
Date	