



ROKEBY EDUCATIONAL TRUST LIMITED

Senior IT Technician (Network) – Job Description

We are looking for a full-time Senior IT technician, with the required skills and experience who can plan, organise and successfully deliver the required outcomes of the school as a senior member of the IT team. You will aim to deliver an excellent service that meets the needs of the school and fulfils staff and learners' expectations.

The successful applicant should have strong communication, analytical, technical and problem-solving skills. Previous experience of an IT support environment, where you have supported and implemented hardware, software and Cloud-based solutions is essential. The position would suit someone with extensive technical and practical knowledge of Desktop PCs/servers, Office applications and cloud services i.e. Office 365 and Google G suite. Previous support experience of Telephone Systems, Mobile Phones, Network troubleshooting, Tablets & Apple Macs is also desirable.

JOB DESCRIPTION

Job Title: Senior IT Technician

Line Manager: IT/MIS and Data Manager

Important functional Relationships: Bursar and Administrative Staff
IT Staff
Head and Teaching Staff
Premises and Support Staff

Important external Relationships: Contractors and Suppliers
Parents and Visitors
Local residents/organisations

Main purpose of job: The Senior Technician (Network) will be responsible for developing and managing the school's IT support services, covering both the administrative and curriculum areas.

Main responsibilities/Duties of the job:

Operational Duties 80%

- Overall responsibility for the IT helpdesk and ensuring that all requests for IT support are actioned in accordance with helpdesk procedures and priorities. (This may require some out of hours work).
- Overall responsibility 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 whole school community.
- Encourage users to adopt good IT practice and ensure correct and appropriate use of equipment.
- Responsible for business continuity and disaster recovery.
- Accountable for working collaboratively with teaching and learning and business support staff to understand their ongoing technology requirements, in order 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 enabling tracking of assets.
- 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 first and possibly second line support to users.
- Escalating challenges to the MIS and Data Manager or third party as applicable.
- Supporting and maintaining all school-owned user technology including desktops, software, laptops, printers and mobile technology.
- Proactively review the full IT Services technology estate to provide high quality service standards.
- Walking the site and checking IT equipment in order to log any faults and damage on the IT helpdesk.

Project and Development Duties 20%

- 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.

Skills and Aptitudes

Ability to:

- Provide technical support, whilst maintaining the ability to manage IT support services.
- Discuss and explain technical issues to nontechnical key stakeholders.
- Take a long term view and develop successful strategies through effective planning.
- 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.
- Where required assign work to others, whilst supporting and empowering them to undertake tasks whilst maintaining accountability.
- Provide direction and coaching to others to enable achievement of objectives.
- Identify and meet the needs of all key stakeholders in order 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 school (where appropriate).

Additional Information:

Hours of work:	Equates to a 40-hour week. 7.30 - 4.15 during term time. Shorter hours in school holidays.
Salary:	£29,500 to £32,000
Holiday:	33 days including bank holidays
Benefits:	The school operates a contributory pension scheme to which you will be auto enrolled after three months. (6% employee 8% employer) Lunch and refreshments are provided free of charge during term time.

This position involves working with children and a satisfactory enhanced disclosure will be required from the Disclosure and Barring Service.

Desirable Person Spec:

- A. 2- 3 years' experience in a 2nd/3rd line IT Support role
- B. Microsoft desktop operating systems, applications as well as Apple devices, Server knowledge and experience.
- C. 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.
- D. Mobile devices experience including iPhone/Android/iPad
- E. 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 (VMware), Exchange, SQL, Windows (including active directory and office 365) and Apple OS X solutions.
- F. Working knowledge and understanding of networking switches, routers, hubs, servers, cables, racks, firewalls, Voice over Internet Protocol (VoIP) communication and wireless network management.
- G. Knowledge and understanding of schools based network management solutions in an education environment.
- H. Ability to use an analytical approach to diagnose and solving technical problems.
- I. Ability to work under pressure, prioritising work to meet deadlines, whilst maintaining a professional service to the School and users including parent/ carers.