

Job Description for Senior Technician

Job Title: Senior Technician

Reporting to: IT Service Manager

Responsible for: IT Service provision at Langford Primary and Wilberforce Primary, and supporting the overall delivery of the IT Service to all academies

Role Purpose: To support the IT Service Manager in delivering, maintaining and supporting technology in academies taking the IT Service. Assisting in the management of staff within the service, including their activity, performance, and development.

Key Responsibilities

- Reporting to the IT Service Manager, contributing to the operational management of IT Services to support teaching and learning, business and administrative functions across the academies within the IT Service.
- Support the IT Service Manager to create IT reports for the monthly reporting cycle at Langford Primary and Wilberforce Primary.
- Line management responsibility for specified technicians.
- Oversee the provision of front-of-classroom audio visual systems across academies taking the IT Service to ensure high availability and suitable performance. With the support of the IT Service Manager, develop a sustainable strategy for refresh, taking into account educational requirements, emerging technologies and affordability.
- Responsible for meeting all SLA measures for the IT Service in Langford Primary and Wilberforce Primary.

Specific Duties

Service Operation

- Implement all policies and procedures relating to security, backup, disaster recovery and acceptable use, as directed by the IT Service Manager at Langford Primary and Wilberforce Primary
- Assist the IT Service Manager in the operation of the service desk and the operational deployment of IT Service staff.
- Contribute to the professional development of other members of the IT Service team.
- Provide second line support for more complex requests and issues across the IT Service, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required.
- Manage the performance and workload of IT service staff deployed to Langford Primary and Wilberforce Primary.
- Support, assist and train as required all staff, students and visitors as deemed appropriate by Langford Primary and Wilberforce Primary.
- Support the IT Service Manager by reporting on the performance of the IT Service at Langford Primary and Wilberforce Primary against the SLA.

IT estate at Langford Primary and Wilberforce Primary

- Support, maintain, develop and deploy all IT hardware and software resources used by Langford Primary and Wilberforce Primary without exception, subject to exclusions which the SLT wishes to make (e.g. Hall AV).

- Maintain an accurate and up-to-date hardware asset register at Langford Primary and Wilberforce Primary which is used to inform the IT refresh strategy and strategic development plan, in line with the annual budget cycle.
- Maintain an accurate and up-to-date software register at Langford Primary and Wilberforce Primary, including license details, renewal dates and costs, which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
- Test and prove the efficacy of the backup procedures on a scheduled basis at Langford Primary and Wilberforce Primary.
- Actively maintain and monitor the anti-virus /anti-malware provision and overall security of the IT systems at Langford Primary and Wilberforce Primary on a daily basis to ensure the integrity of data, systems and resources.
- Manage active network components including switches and routers at Langford Primary and Wilberforce Primary.
- Manage Wide Area Network links at Langford Primary and Wilberforce Primary in conjunction with United Learning and third parties.
- Install additional servers and upgrade the network operating system as required at Langford Primary and Wilberforce Primary.
- Maintain internet filtering systems at Langford Primary and Wilberforce Primary.
- Manage remote access to [Named Academy's] IT systems.
- Support all 3rd party systems ensuring communication with Langford Primary and Wilberforce Primary servers.

General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the IT Service team.
- Uphold academies' policies and procedures at all times.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the performance management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent Langford Primary and Wilberforce Primary at events as appropriate.
- To support and promote [Named Academy's] and United Learning's ethos.
- To undertake any other duties and responsibilities as reasonably required by the IT Service Manager or SLT at Langford Primary and Wilberforce Primary.

This post may involve both evening and weekend work either by prior arrangement or in outage situations. The post holder will need to demonstrate flexibility and willingness to adapt working hours around the business need of the Academies.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be

specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools' IT Strategy or the incumbent of the post.

Person Specification

Specification	Essential	Desirable
Qualifications	• Relevant technical qualifications around Windows Server and Windows Desktop environments	• Evidence of further professional development and training • MCSE or equivalent technical qualifications • CCNA or relevant networking qualifications
Skills, Knowledge and Experience	• Highly developed diagnostic and technical troubleshooting skills • Ability to communicate effectively with both technical and non-technical staff • Experience in: ○ Windows Server environments including hypervisor deployments in Hyper-V ○ Active Directory ○ Windows Desktop deployments • Excellent interpersonal skills and able to work closely and establish positive working relationships throughout the schools and with other key stakeholders • Attention to detail • Excellent organisational skills • Ability to both work using own initiative and work effectively as part of a team • Strong knowledge of basic IT packages: Office, Outlook, Windows. • a commitment to continuous improvement	• Experience of working within education/school environment • Knowledge and experience of leading FITS or ITIL service desk operations • Experience in documenting systems and operations in school environments • Technical experience of Microsoft cloud technologies including Office 365

	• A clear understanding of how IT is effectively used in teaching and learning • A genuine interest in technology and a clear strategy for keeping up to date with developments	
Personal Qualities	• A commitment to safeguarding and promoting the welfare of children and young people • High levels of personal and professional integrity • High levels of discretion, confidentiality and awareness of data protection • A proactive, flexible and versatile approach • Ability to work effectively and calmly under pressure and manage multiple priorities • A facilitative approach to problem-solving and a “can do” mind set	