

IT Team Leader – Application Pack

Dear Applicant

Thank you for your interest in the position of IT Team Leader at Techminder.

The position is based at our office in Wigan, although the successful candidate will be required to work at all schools/academy sites, within the current and future customer bases, and to travel to other venues as and when required.

About Techminder

Techminder is a small but fast-growing managed service provider, based in Wigan, which works with customers across the Northwest. Our IT team primarily supports a growing and loyal base of education customers.

Being part of our team is an exciting opportunity to gain experience new skills and develop your career. At Techminder we go above and beyond, taking pride in our ability to not only support customers but to build long and lasting personable relationships with them.

With impressive growth behind us, Techminder is moving from strength to strength. As our customers grow and change, our own people and business need to as well.

What we can offer

- Salary of £37,000 – £42,000.
- 36.25 hours per week, 8am – 4pm, Monday to Friday.
- Full time, Including school holidays.
- 28 days holiday.
- Branded workwear.
- Training and development.
- Work devices provided.

How to apply

The preferred method of application is electronically via email. Please send your completed application form to darren.shaw@techminder.co.uk. All applications must be made using the Techminder application form. Applications will be shortlisted for interview and Techminder will contact those applicants who are selected.

Closing Date

Applications received after the closing time of **9am Monday 26th September 2022** will not be considered.

Techminder is committed to safeguarding and promoting the welfare of children and young people, we expect all staff and volunteers to share in this commitment. Applicants will be invited for an informal discussion to assess suitability, followed by a formal interview and a skills examination.

Thank you again for your interest in working for Techminder. We look forward to hearing from you.

What we are looking for

Now is an exciting time to join our growing business. This is a fantastic opportunity for an individual who:

- Has previously worked within an IT team, preferably in an education environment.
- Can effectively communicate IT problems to a variety of people.
- Has excellent troubleshooting skills and enjoys problem solving.
- Enjoys providing people with guidance on IT matters.
- Has a willingness to learn and develop new and existing skills.
- Has an aptitude for fixing hardware, software and investigating IT problems.
- Demonstrates good people skills, can be flexible and enjoys working as part of a team.

Key Responsibilities

- Line manage IT Technicians, prioritising and overseeing their work on a daily basis to meet long and short-term strategic objectives.
- To act as the technical escalation, point for Technician's.
- Assist with the strategic development and maintenance of IT, producing development plans and long-term solutions in conjunction with the Managing Director.
- To ensure helpdesk incident and problem requests are in line with internal policies and procedures, whilst always ensuring compliance.
- Manage WANs, LANs, WLANs, VPNs and firewalls.
- Manage our clients IT systems, services, and resources to ensure the integrity of all data.
- To support and guide the IT Technicians to deliver a high quality, professional service.
- To attend weekly / fortnightly IT operations meetings with up-to-date IT support information.
- To understand and take ownership of the essential requirements of complex networking systems across each site.
- Provide IT based support & training sessions with staff, including the effective use of relevant hardware and software across our client base as required.
- To provide Server Operating level support in Server 2016 - 2022 (supporting new and existing applications).
- Manage our clients systems, services and resources to ensure the integrity of all data.
- To develop the IT Technicians to continually provide first class support and training to end users.
- Work across the client base, with regular travel to schools, to attend meetings and provide appropriate and timely support.

Applicants should be aware that from time to time you may be required to carry out other tasks outside the traditional remit of an IT Team leader. All staff are expected to be flexible and support the growth of the company as appropriate.

All employees have the responsibility to:

- Ensure any documentation produced is to a high standard and is in line with the brand style .
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health and safety, 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 promote the area of responsibility within the school/academy and beyond.
- To represent Techminder at events as appropriate.
- To support and promote Techminder's ethos.
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post.
- To undertake any other reasonable duties at the request of the Managing Director.

The job description will be reviewed as necessary as part of the Performance Management process and is subject to modification and amendment at any time after consultation with the post holder.

Person Specification

		Essential/ Desirable	Application Form	Assessed by Test
Qualifications				
	5 GCSEs grade A* - C, including English and Mathematics; or equivalent qualifications	D	√	
	Evidence of further professional development	D	√	
	Working towards/willingness to work towards ITIL V4 Foundation Certificate in Service Management	D	√	
	HP Vendor qualifications or similar	D	√	
Experience				
	Proven experience of working in 1st/2nd/3rd line support role	E	√	
	Experience of working within a school environment	D	√	
	Proven experience of maintaining and supporting PC, server and networking equipment	E	√	
	Experience of working and supporting Azure, M365 and Google Workspace for Education	E	√	
	Experience supporting & maintaining with Internet filtering systems & firewalls	D	√	√
	Experience supporting AV equipment eg projectors, whiteboards, touch panels, and simple audio systems	D	√	
	Experience working with systems management systems e.g. Microsoft Intune, Microsoft System Centre Configuration Manager (SCCM)	D	√	
	Experience working with network switches, routers and managed wireless systems	D	√	
	Knowledge of managing virtualised server environments	E		√

	(VMware, Hyper-V)			
	Experience of designing, implementing, and testing robust backup strategies	D		✓
Abilities and Skills				
	Strong understanding of computer networks and operating systems, usage and equipment configuration including Active Directory (AD), DNS, DHCP, Windows Server 2016-2022, Windows 10/11 and macOS	E	✓	✓
	Understanding the importance of the IT Support team in responding to user needs	E	✓	
	Troubleshooting skills, backed by a clear, analytical approach to problem solving	E	✓	✓
	Demonstrable experience of managing a team/individual	E	✓	
	The ability to assign work to others and empower them to undertake tasks whilst maintaining accountability	E	✓	
Personal Qualities				
	Ability to make effective decisions	E	✓	
	Excellent personal communication skills, with the ability to empathise with others who may be under pressure.	E	✓	✓
	Excellent time management	E	✓	✓
	Highest levels of professional and personal integrity at all times	E	✓	✓
	Ability to think logically and demonstrate problem solving skills	E	✓	✓
	Ability to remain calm under pressure	E	✓	
	Commitment to the pursuit of continuous professional development of oneself and others	E	✓	
	Use of own transport for travel between site, with appropriate driving license	E	✓	

We do not expect the successful candidate to have experience of all our systems, but flexibility and a willingness to learn is essential. On the job training and professional certifications will be offered where appropriate.