

## Job Description

|                        |                                                                                                                            |
|------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title:</b>      | Senior Field Technician                                                                                                    |
| <b>Responsible to:</b> | IT Hub Lead                                                                                                                |
| <b>Job Purpose:</b>    | Provide second line IT support across aligned schools and mentor field technician and apprentice technician where required |
| <b>Salary:</b>         | Grade 6 SCP 18 – 22                                                                                                        |
| <b>Hours:</b>          | 37 hours per week                                                                                                          |
| <b>Contract:</b>       | Permanent Full Year                                                                                                        |

### Key Areas of Responsibility:

#### Customer Service Support

- Second Line assistance/support for all IT enquiries related to allocated schools
- Provide support/assistance to other members within the team and be the escalation point for more complex enquiries
- Coach and mentor others within the team
- Build relationships with senior leaders and all school-based staff to enable effective support
- Provide updates to school-based staff to inform them of action and progress of reported problems
- Understand priorities and manage workload accordingly

#### Technical

- Install and test new hardware
- Perform device repairs and upgrades where required
- Identify and resolve hardware or software faults
- Complete trouble-shooting tasks to resolve issues and further assistance where required
- Responsible for keeping an inventory of all equipment linked to allocated schools
- Test and change cables where required
- Know and understand when, and how to escalate issues, and escalate effectively
- Provide support and maintenance of MIS systems with the support of external providers
- Provide support to staff within schools on more complex and larger impact issues
- Provide support to larger schools, with more complex networks

#### Maintenance and Service Tasks

- Complete software installations on workstations and laptops
- Complete deployment of images to workstation or laptops
- Restore workstation/laptop images
- Complete routine hardware/software maintenance tasks
- Report breakages, vandalism or reoccurring problems
- Ensure regular back-up of data and efficient recovery of lost data when needed
- Ensure that the school's network and ICT resources are kept secure
- Take the lead on training to staff as and when needed to ensure the safe and effective use of software and hardware
- Undertake regular audits of software and hardware, particularly student and staff laptops, to ensure that it has the latest protective software and data consistent with the school's Acceptable Use policies

### Change Delivery

- Work with Colleagues and where required, suppliers to build and run effective and efficient processes that drive optimisation and create maximum value for the Multi-Academy
- Support and help drive a 'Cloud 1st' approach to IT service and delivery

### General Responsibilities

- To work flexibly - this may on occasions include evenings, open days, parents' evenings and possibly weekends. This may also involve cover across the wider team in times of need
- To ensure confidentiality is maintained at all times, especially when dealing with sensitive data
- To participate fully in Performance Management Meetings and the process
- To participate in training and other learning activities and performance development, as required
- Promote, seek opportunities for, and deliver continual service improvement
- To work safely, consider the safety of others and work within the guidelines stated in the Multi-Academy Health and Safety Policy
- To comply with all decisions and policies of the Multi-Academy; comply with statutory requirements, including Equal Opportunities legislation, the Health and Safety at Work Act and the Data Protection Act
- To have a commitment to Child Safeguarding, to promoting the welfare of children and young people
- To contribute to the overall ethos/work/aims of the Multi-Academy
- To appreciate and support the role of other professionals
- To recognise your own strengths and areas of expertise and use these to advise and support others
- To respond to requests in a timely manner and in line with set deadlines
- To undertake such other duties as may be required from time to time commensurate with the level of the post. The particular duties and responsibilities attached to the post may vary from time to time without changing the general character of the duties or level of responsibility

The Our Lady of the Magnificat Multi Academy reserves the right to require you to work at such other place or places as it may require from time to time subject to the provision of reasonable notice.

*Whilst every effort has been made to explain the main duties and responsibilities of the post, this job description is not a comprehensive statement of procedures and tasks but sets out the main expectations in relation to the post-holder's professional responsibilities and duties, all individual tasks undertaken may not be identified.*

*This job description is current at the date shown, but, in consultation with you, may be changed by the Line Manager to reflect or anticipate changes in the job commensurate within the grade and job title.*

## PERSON SPECIFICATION

|                                                                                                                          | Essential | Desirable |
|--------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| <b>Qualifications &amp; Experience</b>                                                                                   |           |           |
| GCSE English and Maths at Grade C or above(or equivalent)                                                                | x         |           |
| Experience of Microsoft Operating System and applications                                                                | x         |           |
| Up to date knowledge of IT Standards/Protocols and legislation including GDPR                                            | x         |           |
| Tech (Active Directory, G-Suite, Office 365, etc)                                                                        | x         |           |
| Hold an MSCE or equivalent professional qualification                                                                    |           | x         |
| Experience of PC Maintenance and repair                                                                                  |           | x         |
| Experience of working in an educational organisation                                                                     |           | x         |
| <b>Personal Qualities</b>                                                                                                |           |           |
| Strong problem-solving ability and desire                                                                                | x         |           |
| Interpersonal, communication and team working skills and commitment to providing a high-quality customer centric service | x         |           |
| Able to manage conflicting priorities and changing requirements in line with the Multi-Academy vision and values         | x         |           |
| Confidential in all matters                                                                                              | x         |           |
| Excellent time-management skills with the ability to prioritise workload, multi-task and keep calm under pressure        | x         |           |
| Flexibility and adaptable to change                                                                                      | x         |           |