
JOB DESCRIPTION

Job Title: Senior IT Technician
Grade: SO1 SCP 23-25 37 hours per week
Reporting to: Hub IT Manager
Responsible for: Providing IT Support to Academies

Job Purpose

Responsible for taking a lead role on key systems and services (at academy or trust level).

Responsible for ensuring that The Stephen Longfellow Academy receive an outstanding, flexible and hands on service with regard to 1st, 2nd and 3rd line support.

Providing support to other academies within the trust as required.

Responsibilities:

- Lead on all aspects of technical support in the academy.
- With support from other IT colleagues and the Trusts Infrastructure and Development team, maintain aspects of core infrastructure systems and services, including:
 - Network connectivity (switch maintenance and VLAN updates);
 - Internet services, including web filtering and Office 365;
 - Windows server infrastructure, including AD, GPO, DNS, DHCP;
 - Server applications such as print services, curriculum applications, files shares;
 - Server system maintenance such as backup, anti-virus, Windows updates;
 - Academy MIS systems;
 - Telephony and VOIP.
- Plan and implement improved solutions for all desktop, mobile and AV infrastructures in line with academy IT strategies and initiatives.
- Take a lead role in IT projects and capital project related work, ensuring that best practices are followed from planning through to implementation.
- Take a lead role in the implementation of curriculum and IT strategies as outlined by the IT Services team, Principals and ICT Leaders.
- Manage delegated budgets and track all expenditure.
- Lead on the delivery of changes to hardware and software, ensuring documentation is created and maintained where appropriate.
- Respond to support requests in line with trust procedures, recording detailed diagnostic information and using appropriate knowledge bases/logs to assist with diagnosis and resolution.
- Negotiate with suppliers and external contractors and track external support calls.

- Identify software, hardware and working practices required to fulfil functional specifications as defined by academy staff.
- Conduct individual and group training on the use of IT resources to enable first class teaching and learning opportunities for students and staff.
- Work as part of a wider trust IT Services team, adopting flexible working practices, attending meetings and liaising with staff at all levels to ensure efficient operation of IT systems and services.
- Support the continual development and consistent maintenance of filters, IT systems, and monitoring protocols in line with trust safeguarding strategies and procedures.
- Enhance knowledge and skills relevant to IT through online resources and attend relevant courses where appropriate.
- Any other duties corresponding to the general character of the post and appropriate with its level of responsibility.

General:

- Be aware of, and comply with, policies and procedures relating to child protection, health and safety, confidentiality and data protection.
- Perform other relevant tasks as directed by senior leaders.
- Work in partnership with, and across, other TGAT academies as required.

Key skills:

- Dependable and reliable, with the ability to work on your own initiative.
- Outstanding time management and organisation skills to support highly effective use of time.
- Champion of high standards, pride in your work, and attention to detail.
- Outstanding computer hardware and software skills, with an ability to effectively troubleshoot and resolve problems at the level expected of the role.
- Outstanding communication skills, both oral and written, with ability to communicate with people at all levels.
- Able to work cooperatively in partnership with other TGAT academies.

Other Duties:

- Form positive professional relationships, and work in partnership with colleagues throughout the Trust.
- To willingly engage with training as required by the academy.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.

Any Special Conditions of Service:

- The post is subject a six -month probationary period
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours, on occasions, in order to meet the variable nature of workloads and deadlines and to support academy events.
- Contribute to the overall ethos/work/aims of the academy.
- The academy operates a No Smoking Policy.

Personal Responsibilities

- Hold positive values and attitudes and adopt high standards of professional behaviour.
- Carry out the duties and responsibilities of the post, in accordance with the Trust's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Take responsibility for safeguarding and promoting the welfare of children and young people.

PERSON SPECIFICATION

Qualifications/Experience

Essential

- A minimum of three years' experience in an IT support role.
- Experience of delivering outstanding services to meet customer needs, in person, online, and face to face.
- Experience of managing competing priorities and working to tight timescales.
- Experience of supporting other colleagues and positively influencing their work.
- Possess GCSE qualifications, including a minimum of grade C / 5 in English and Maths.

Desirable

- Experience in education (primary, secondary, post 16 or alternative provision).
- Experience of leading others in a formal capacity.
- Experience of managing projects and budgets.
- IT qualification/s, e.g. Microsoft, Cisco, CompTIA a+.
- Possess A Level and/or equivalent Level 3 qualifications.

Knowledge, Skills and Abilities

Essential

- Full UK driving license.
- Excellent communication skills, both written and oral and the ability to communicate with different groups of people.
- Strong working knowledge of Windows Server 2008R2, 2012 and 2016.
- High-level working knowledge of Windows 7, Office 2013/16 management and deployment.
- Strong project management skills with proven experience of delivering projects from end to end.
- Outstanding administrative skills.
- Excellent customer service skills and the ability to understand the needs of our students, staff, parents and carers.
- Excellent organisational and time management skills and the ability to prioritise work for yourself.
- Strong analytical skills and a systematic and methodical approach to problem solving.
- Ability to work on own initiative as well as part of a wider team.
- Ability to clearly and concisely disseminate knowledge and best practice to other members of staff.

Desirable

- Windows 10 management and deployment.
- VMware/HyperV management and deployment.
- Knowledge of recognised quality standards and best practice procedures in IT Services, e.g. ITIL.
- Experience of managing and deploying Apple devices such as iMacs and iPads in a Windows networked environment.

Personal Attributes

Essential

- Self-motivated and proactive.
- Adaptable, willing and flexible.
- Conscientious and dependable.
- Calm, organised and methodical.
- Enthusiastic, ambitious and hard working.

Please be aware that The GORSE Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment. This post is subject to a DBS check & satisfactory references. We promote diversity and aim to establish a workforce that reflects the population of Leeds.