**Lostock Hall Academy**

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| **Post title: Senior ICT Technician** |
| **Team** | Business and Finance Support | **Line Manager:** | Director of Business and Finance – Assistant Vice Principal |
| **Grade:** | 7 | **Staff responsibility:** | 1 x ICT Technician |
| **Contracted Hours** | 37 Full Year25 day annual leave, increase to 30 after 5 years | **Hours worked** (in agreement with Line Manager) | 8.00–4.00 Mon - Thursday8.00–3.30 Friday½hr unpaid lunch 12.30pm–1.00pm |
| **Job Purpose:****The Senior Technician will be responsible for leading, designing, developing and maintaining the technical support for the curriculum and administrative infrastructure of the academy.** **Experience and strong, confident knowledge of Microsoft systems and Network Management are essential, as is commitment, enthusiasm, and a willingness to learn and develop the technical aspects of the Academy’s networks, virtual learning environment and website.** **Knowledge of SIMS and cloud technologies is highly desirable and the ability to lead other technical staff and prioritise workloads is important.** |
| **Accountabilities/Responsibilities – appropriate for this post:** |
| Key duties:1. Advise and assist in the development of Academy policies and procedures for the use of ICT within the Academy environment.
2. Manage the schools ICT function through planning, developing, designing, and monitoring the network, systems and procedures.
3. Work with the Director of Business and Finance, other academy leadership and the curriculum lead for computer science to update and maintain the ICT Development Plan, identifying and prioritising improvements.
4. Be responsible for the organisation, scheduling, and processing of all routine IT maintenance and auditing tasks. This will include
	1. Ensuring the latest security/Windows updates/anti-virus protection is up to date.
	2. Carrying out scheduled backup
	3. Carrying out scheduled periodic auditing of IT hardware
5. Manage the reprographics resources and produce regular reports and data on its usage
6. Manage SLA’s and licences relating to ICT, ensuring that they are of best value and fit for purpose.
7. To manage and maintain the reprographic and telephonic use, CCTV, IT based entry systems and door access points, catering EPOS system and academy AV facilities
8. Take a proactive approach to continually improve the reliability, resilience, performance, and functionality of IT systems and hardware to ensure maximum availability and usage of equipment
9. Maintain a database of all support requests maintaining excellent communication with users and providing timely updates on the progress of ‘tickets’
10. Maintaining the IT asset and configuration management databases
11. Manage the work of ICT Technical staff providing technical support to staff and students
12. Create and manage all network user accounts, ensuring correct access rights and audit as required.
13. Ensure data stored on the system is current and out of date data archived
14. Design and make recommendations for change to the academies ICT software and hardware and liaise with consultants on the specifications of new software / hardware as appropriate
15. Manage the configuration and distribution of the student 1:1 devices including those devices owned by the academy that are issued to students on a daily basis to support their learning and the Academy’s digital strategy
16. Procure ICT equipment on behalf of the Academy which may include managing associated budget
17. Provide classroom support to teachers using the computer systems including loading the printers with appropriate consumables, to enable the staff to meet the needs of the curriculum
18. Along with the curriculum lead for Computer Science identify any staff training needs and support curriculum lead to deliver the training through planned CPD sessions

**Individuals in this role may also:**1. Advise teaching staff on the likely compatibility of new software / hardware, install software / hardware approved for teaching staff, and maintain a record of all installations carried out
2. Along with the curriculum lead for Computer Science carry out the Data Protection Impact Assessments in accordance with the Academy’s GDPR policy for new software and online learning resources
3. The academy expects flexibility within the duties and responsibilities specified above. This means that the postholder may be expected to carry out work that it not specified in the job profile but which is within the remit of the duties and responsibilities
4. Provide support to the Facilities Manager, ensuring the buildings and premises are managed and maintained effectively with particular regard to network routes and IT related installations.
5. Be a keyholder for the school, responding to IT related call outs, attending site out of working hours if required, to make recommendations to Principal on unavoidable school closures and provide access to the premises and classrooms in the event of snow or minor flooding or similar emergency situations
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| **Indicative knowledge, skills and experience*** Experience in all aspects of ICT network and technical support
* Working at or towards national occupational standards (NOS) for IT Professionals and knowledge / skills equivalent to current national qualifications in ICT Level 4/5 and / or vendor qualifications for the specific hardware / software used
* Experience with broad infrastructure ICT support services
* Strong experience with the Microsoft suite of tools, especially Microsoft Active Directory and Office 365
* Working knowledge of our school MIS system, SIMS
* Hands-on experience with the support of end user equipment; including but not limited to laptops, tablets, desktop PCs, projectors, AV, telephony, and printers
* Able to use your own initiative
* Resourceful and knowledgeable
* Excellent oral and written communication skills
* Ability to meet deadlines and work under pressure
* Have a methodical approach to diagnosing and resolving faults
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| **Prepared by:** | Tracey Jones | **Date:** | 26/09/2022 |

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| **PERSON SPECIFICATION:** |
| **Job title:** Senior ICT Technician | **Grade:** **7 SCP 19-25 - £27,852 - £32,020** |
| **Establishment:** Lostock Hall Academy |
| **Requirements****(based on the job description)** | **Essential (E)****or****desirable (D)** | **To be identified by: application form (AF),****interview (I),****letter (L),** **references (R)** |
| **Qualifications:*** Educated to GCSE level with excellent numeracy and literacy skills
* Possess excellent ICT skills
 | EE | AFAF, I, L |
| **Experience** * Lead or manage teams of people
* Previous ICT experience at a relevant level i.e. understanding the running and management of a network system in theory if not technically)
* Previous experience of Academy applications eg. SIMS
 | DED | AF, LAF, I, LAF, I, L |
| **Knowledge, skills and abilities** * Ability to work in a team, but with the initiative to work on your own
* Ability to manage and prioritise own workload and the workload of those in the team
* Ability to communicate effectively both face to face and over the telephone
* Ability to work flexibly and cover in the Academy as required
* Ability to maintain confidentiality and discretion at all times
* Have a sense of humour and common sense approach
 | EEEEEE | I, LI, LI, L, RI, LI, L, RI |