**Job Description for Senior Technician**

**Job Title: Senior ICT Technician**

**Reporting to: Business Manager**

**Role Purpose:** To maintain and support technology and the delivery of all IT Services.

# Key Responsibilities

* Reporting to the Business Manager, contributing to the operational management to support teaching and learning, business and administrative functions at the school.
* Provide technical support responding to the users’ helpdesk requests in a timely and effective manner. Escalate where appropriate and work with United Learning and 3rd party support where necessary.
* Oversee the provision of all IT equipment and services across the site aiming to ensure high availability and suitable performance. Assist the Business Manager to develop a sustainable strategy for refresh, taking into account educational requirements, emerging technologies and affordability.
* Ensure compliance with backup, antivirus and other security provisions at Wye School.

# Specific Duties

**Service Operation**

* Implement all policies and procedures relating to security, backup, disaster recovery and acceptable use, as directed by the Business Manager.
* Manage the operation of the Service Desk and the prioritisation of all support requests.
* Contribute to the professional development of other members of the IT Service team.
* Provide first line and where needed second line support for more complex requests and issues across the school, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required.
* Support, assist and train as required all staff, students and visitors as deemed appropriate.
* Support the Business Manager by reporting on the helpdesk and other IT services.
* Actively contribute to discussions on how the IT and support provision can be improved.

**IT Estate**

* Support, maintain and deploy all IT hardware and software resources used by Wye School 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 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 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.
* Actively maintain and monitor the anti-virus /anti-malware provision and overall security of the IT systems to ensure the integrity of data, systems and resources.
* Support in the management of active network components including switches and routers.
* Support the installation of additional servers and upgrading of the network operating system as required.
* Maintain internet filtering systems.
* Support all third-party systems ensuring communication with Wye School servers.

**Personal IT Competences**

* Strong communication skills and an ability to work with users of all abilities and seniority.
* Strong skills in the management and troubleshooting of networked systems.
* Working knowledge of effective service management methodologies (FITS/ ITIL or similar).

**General**

* Develop excellent working relationships with colleagues internally, centrally and externally.
* Be an effective and flexible member of staff.
* Uphold academies’ policies and procedures at all times.
* Ensure any documentation produced is to a high standard.
* 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 Wye School at events as appropriate.
* To support and promote Wye School and United Learning’s ethos.
* To undertake any other duties and responsibilities as reasonably required by the Business Manager or SLT at Wye School.

**PERSON SPECIFICATION**

* Level 4 upward qualification in ICT Support / Network Engineering / Digital Infrastructure.
* Experience of working in a school highly desirable.
* The ability to work under pressure and to deadlines, retaining good attention to detail.
* Ability to handle confidential information.
* Excellent written and spoken communication skills.
* Good planning and organisation skills with the ability to juggle multiple demands.
* Proficient in Office 365.
* Ability to analyse and present data accurately to a range of stakeholders.

This post may involve both evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

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 line manager or the incumbent of the post.