



## JOB DESCRIPTION

<b>Job Title:</b>	Senior IT Technician
<b>Grade:</b>	G
<b>Hours:</b>	37 hours per week (52 Weeks per Year)
<b>Responsible to:</b>	IT Services Manager
<b>Direct Supervisory Responsibility for:</b>	IT Technician, IT Apprentice
<b>Indirect Supervisory Responsibility for:</b>	None
<b>Important Functional Relationships:</b>	<u>Internal:</u> SMART IT Team Headteachers, Operations Manager, Leadership Group, Teaching Staff, Support Staff, Students
	<u>External:</u> Technical Advisers, Suppliers of Goods and Services, Local Governors, Visitors and Parents/Carers

### Main Purpose of Job

To assist in the provision of the Trust's IT services to all Trust and partner schools, in line with the Trust strategic vision and ethical direction. Hold one nominated specialist technical knowledge area and act as Trust lead in this area. To line manage the IT Technician/IT Apprentice, including supervision, training and appraisal.

### Duties and Responsibilities

1. To assist in the effective and efficient operation and deployment of the Trust's network and IT and communications equipment/systems, including:
  - routine repair, maintenance and replacement
  - provision of diagnostic service

- cleaning equipment
  - monitoring the condition of equipment, and making recommendations
  - adhering to the network and data security policies and processes
  - any backing up required
2. To provide technical advice and support to all users (including staff, students, Trustees, Governors and parents/guardians) in relation to IT systems, cloud-based systems and educational and administrative software.
  3. To prepare ICT facilities for class use, sharing expertise and providing instruction sheets where necessary.
  4. To assist staff in the production of teaching materials.
  5. To advise users on how to use ICT systems and remain in line with the Trust's policies.
  6. Manage the nominated IT staff, and any allocated staff on a daily basis, ensuring that tasks are completed to a timely and satisfactory standard, engaging each staff member in appraisal and identifying their training and development needs.
  7. To issue and receive back equipment. To check for missing and damaged equipment against inventories and inform the IT Services Manager as appropriate.
  8. To assist in regular audits, reviews and stocktakes of the Trust's IT hardware and software at the direction of, and reporting any irregularities to, the IT Services Manager.
  9. To ensure the efficient organisation of the work, storage and allocated areas and to ensure the cleanliness, safety and security of these areas at all times.
  10. To monitor the use of copyright material, including IT software and to maintain the copyright records as directed by the IT Services Manager.
  11. To maintain an awareness of new developments in information and communications technology and to provide updates to colleagues on a half termly basis.

12. To guide and support the IT Technician/ IT Apprentice(s) and assist in their development.

13. To attend department and whole-school meetings as required.

**Responsibilities applicable to all Trust employees**

1. To be aware of, and adhere to, applicable rules, regulations, legislation, policies and procedures within the Trust, including safeguarding and child protection, health and safety, equality and diversity, the Code of Conduct, and data protection.
2. To maintain confidentiality of information acquired in the course of undertaking duties.
3. To be responsible for your own continuing self-development, engaging in appraisal, mandatory and other training as appropriate for the role.
4. To undertake other duties appropriate to the grading of the post as required.

Date Updated: February 2024

Updated by: Senior HR Officer



**PERSON SPECIFICATION**

**Job Title:** Senior IT Technician

**Department:** SMART

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>How identified</b>
<b>Relevant Experience</b>	<p>Relevant practical experience in IT and communication systems and networks</p> <p>Line management experience</p> <p>Specialist advanced knowledge in a nominated area of expertise</p> <p>Experience of working with Microsoft desktop technologies</p> <p>Experience of fault finding and troubleshooting network issues</p>	<p>Relevant experience within a school/college environment</p> <p>Managing and developing staff in an IT environment</p>	<p>Application form</p> <p>Interview</p>
<b>Education and Training</b>	<p>Level 3 qualification in IT or a related field</p> <p>Level 2 qualification (GCSE, NVQ or GNVQ) in English and Maths</p>	<p>Attainment of Level 4 (degree) qualifications in IT or a related field, or equivalent</p> <p>Microsoft certification: MCTS, MCITP</p>	<p>Application form</p> <p>Educational certificates</p>
<b>Knowledge and Skills</b>	<p>Ability to manage and develop self and others</p>	<p>Knowledge of school IT systems</p>	<p>Application form</p> <p>Interview</p>

	<p>High level of technical knowledge and competence in ICT, including Active Directory, wired and wireless network hardware</p> <p>Excellent knowledge and experience of Windows Server</p> <p>Strong interpersonal skills, both written and oral, being able to communicate complex technical information to nontechnical staff/ students</p>		
<b>Any Additional Factors</b>	<p>An understanding of the importance of enabling others to understand and use IT systems</p> <p>Professional and customer-focussed</p> <p>Trustworthy</p> <p>Commitment to service excellence</p> <p>Self-motivated</p> <p>Able to work on own initiative and as part of a team</p> <p>Resilient and able to work under pressure while meeting deadlines</p> <p>Displays an awareness, understanding and</p>		Interview

	commitment to the protection and safeguarding of children and young people		
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