

SENIOR IT TECHNICIAN JOB DESCRIPTION



JOB PURPOSE

To support the delivery, maintenance and development of the Federation's IT infrastructure and services, ensuring technology is secure, reliable and effective in supporting teaching, learning and business operations. The role supports the day-to-day operation of IT systems, provides technical support to staff and students, and contributes to the ongoing development of technology services across the Federation.

As part of our ongoing commitment to developing and improving IT resources, the Senior IT Technician will continuously expand their technical expertise and knowledge to anticipate emerging needs, ensuring the organisation remains a leader in the educational use of technology.

The IT service supports all aspects of technology within the Federation including print management, network management, desktop clients, data management, generic office and specialist software. The Senior IT Technician will be required to lead, support and develop these services as required.

TECHNICAL

- To support the implementation of the Federation Transformation Plan.
- To provide email, telephone and face-to-face support as required to support clients in their effective use of IT.
- To safely repair or liaise with contractors to ensure that the downtime of any IT equipment being supported is minimised.
- To proactively improve our IT services working as directed so that clients are able to use it seamlessly in their work. Install, configure, test and maintain physical and virtual network infrastructure, devices and services in accordance with agreed specifications and security standards.
- Monitor, analyse and report on network performance, capacity and availability.
- Optimise, upgrade and maintain network systems, services and components.
- Investigate, troubleshoot and resolve technical faults and service disruptions, escalating where necessary.
- Use operational data to plan and prioritise workloads efficiently.
- Assess risks and impacts of network changes and maintain accurate documentation and records.
- Communicate technical information and network requirements effectively.
- Maintain technical knowledge through continuous professional development and self-learning.

- Ensure all activities comply with organisational policies, technical standards, health and safety, cyber security, privacy and confidentiality requirements.

CURRICULUM SUPPORT

- To ensure IT resources required to deliver lessons work seamlessly for teachers so that they contribute effectively to students' learning.
- To support the work of clients by providing IT support when required, for example, with data entry, school productions, trips and visits.
- Support the safe use of AI to reduce staff workload.

HEALTH AND SAFETY

- To have a good knowledge of health and safety at work legislation and ensure it is applied within the Federation's IT service.
- To ensure that the IT service is compliant with the Federation's policies for health and safety.
- To ensure staff have received appropriate training before using any IT equipment that could pose a risk to their health.
- To ensure that the Federation acts responsibly and legally with respect to copyright, computer misuse and data protection.

FEDERATION

- Support the vision and ethos of the Federation.
- Set a good example in terms of smart business dress, punctuality and attendance.
- Implement and uphold Federation policies.
- Contribute to monitoring and evaluating the success of the Federation.
- To proactively respond to issues identified in the Transformation Plan to bring about sustained improvement.
- Contribute to the range of extra-curricular opportunities on offer to students.

SAFEGUARDING, HEALTH AND SAFETY

All staff are responsible for ensuring safeguarding, health and safety policies are implemented in line with Federation policy and current legislation.

OTHER DUTIES

- This job description sets out the main duties associated with the stated purpose of the post. It is assumed that other duties of a similar nature undertaken within the role are not excluded because they are not itemised.
- Any other reasonable duties as requested by the Executive Principal.

SENIOR IT TECHNICIAN PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Key Skills & Abilities	Ability to source, recommend, configure, install and test computer hardware, network operating systems, software, and peripheral equipment. Analytical and problem-solving thinking Able to communicate and explain computer systems and procedures to adults and students.	Ability to act as the expert user in appropriate operating system and software. Ability to motivate other team members.
Education Qualifications	Relevant IT qualification/apprenticeship at Level 4 or above in Computer Science or a related discipline, or equivalent professional experience. Good literacy and numeracy skills, to include not less than Grade 4 in English and maths. Evidence of continuous professional development.	Higher-level qualification in Computer Science, Information Technology or a related discipline, or equivalent professional experience supported by industry-recognised certifications such as Microsoft, CompTIA, Cisco, VMware, ITIL or Cyber Security qualifications.
Knowledge	Knowledge of a range of ICT technologies, both hardware and software. Understanding of cyber resilience techniques. Understanding of general Health & Safety issues relating to ICT team and users	Understanding of contingency planning at different levels. Understanding of the ICT context within a school environment
Experience	You will have an all round knowledge and experience of the following: • Cyber essentials or similar • Windows Server, Virtualisation and Storage Technologies • Wired and Wireless Networking • Microsoft 365/Entra ID or Other cloud platform • OS and Application deployment technologies	Experience supporting IT projects and understanding cost-effective solutions
Personal Attributes	• Excellent inter-personal skills and the ability to liaise with all stakeholders ensuring confidentiality at all times. • Commitment to working constructively as part of the wider school team • Ability to work within set time constraints	