



Job Description for ICT Senior Technician

Name:	Starting Date: ASAP
Salary Grade: NJC Grade I	Status of Post: Trust-wide IT team
Responsible to: IT Network Manager	Review Date: October 2021
Responsible for: IT Systems management and support across the Trust	Hours: 37 hours per week, 52 weeks per year
Responsibilities: To act as a Trust Technical Lead Second and third line incident resolution	Base: One of the Trust school sites with frequent travel across all sites within the organisation.

This job description may be amended at any time, following consultation between the Chief Executive Officer/ Chief Operating Officer and member of staff and will be reviewed annually. Priorities for the year will be negotiated and highlighted.

Core purpose

As a member of the Creating Tomorrow Multi Academy Trust Core IT Team, The IT Senior Technician role within the Creating Tomorrow Academies Trust is a wide and varied role, taking in IT systems management, monitoring and support across the Trust and develop the highest quality provision possible to enhance the education of all students.

The ten personal qualities needed for senior roles at Creating Tomorrow Multi Academy Trust:

- i.* A capacity for hard work
- ii.* Eternal optimism and resilience in the face of challenges
- iii.* The ability to inspire
- iv.* An unshakeable conviction that young people can be successful in spite of their circumstances or other external factors
- v.* High level interpersonal skills
- vi.* Excellent time management
- vii.* The ability to remain calm under pressure or in stressful situations
- viii.* The ability to pause and reflect and think before making an important decision
- ix.* The ability to respond positively to and deliver constructive criticism
- x.* The ability to delegate effectively

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Main Responsibilities

ICT Senior Technician Role

- Commitment to the shared vision of the trust.
- To fulfil duties of the IT Senior Technician
- Ensure quality use of quality resources to meet the needs of students.
- Ensure the safeguarding of children and that all statutory requirements are met.
- The Senior Technician will be the first point of contact through the helpdesk system for IT Support 2nd and 3rd line incident escalation and problem management within the Trust
- Be able to manage expectations when faced with unidentified faults and be able to clearly communicate how faults are being managed.
- The Senior Technician should take pride in responding quickly and effectively to all support requirements and take an open approach to helping everyone get the best out of the school IT Systems.
- As well as day to day support the whole team is also required to monitor all critical systems, such as anti-virus, networking equipment, server hardware systems, and respond to alerts generated by these systems appropriately.
- Support all Trust sites whether by onsite visits or remotely
- Support the IT Network Manager developing new technologies, new projects, new strategies across the Trust.
- Mentoring Junior Technicians
- Training School Staff
- Any other task delegated by the IT Network Manager

ICT Network

- Maintain a safe ICT learning environment within all schools in the Trust.
- Provide and contribute to 2nd and 3rd line support activities and report resolution.
- Ensure all reports, incidents and problems arising from within the Trust network are recorded within an agreed system.
- Perform advanced diagnosis procedures on hardware, peripherals and applications.
- Manage and coordinate urgent and/or complicated support issues, acting as a Trust Technical Lead when liaising with 3rd party support.
- Ensure an accurate inventory of all hardware and software assets is maintained.
- Communicate in a timely and concise manner to all staff, students, ensuring at all times a high standard of English and an appropriate level of technical language.
- Ensure all systems, processes and procedures are documented and published to the appropriate audience of staff, students.

Support for the Trust:

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Establish and maintain effective working relationships with professional colleagues and parents.
- Participate as required in meetings with professional colleagues and parents in respect of duties and responsibilities of the post.
- Be aware of the need to take responsibility for own professional development and to participate in the Appraisal procedures of the trust.
- All staff across the trust will be expected to accept reasonable flexibility in working arrangements and the allocation of duties including duties normally allocated to posts at a lower responsibility level, in pursuance of raising student achievement and effective team working.

- This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Signature:

Chief Operating Officer:

Post holder:.....

Date:

PERSON SPECIFICATION FOR ICT SENIOR TECHNICIAN

Criteria		Essential / Desirable
Qualifications	4 x GCSEs grade C or above (or equivalent) including English and Mathematics MCP or equivalent by experience.	E E
Experience	Experience of designing, configuring and managing networks Experience of fault finding and support for server and network infrastructure. Experience of managing or working with 3rd party service providers. Experience of diagnosing and resolving technical errors. Experience of implementing technical solutions. Experience in the investigation and management of incidents and root cause analysis Experience of working in an environment with young people	E E D E E D D
Knowledge	Expert conceptual understanding of a broad range of ICT hardware and software Good working knowledge of Powershell Good working knowledge of Office365/Azure/Sharepoint Good working knowledge of Hyperv servers/DNS/DHCP Good working knowledge of cisco switching/wifi Good working knowledge of Smoothwall Good working knowledge of Deployment Good working knowledge of Backup/Recovery	E E E D D E E
Personal Job Related Skills	Excellent interpersonal skills-able to build and maintain good relationships To work effectively as part of an IT team Excellent communication skills – both orally and written to a range of audiences – staff, parents Flexible approach to sudden changes of plan, with the ability to re-prioritise if needed Ability to work on own initiative Ability to carry out training Ability to identify and action own learning needs	E E E E E E
Other Requirements	Ability to remain positive and enthusiastic when working under pressure Sense of humour	E E