



Job Description

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| Job Title: | Senior IT Technician |
| Pay Scale: | PO3 - £45,750 - £49,056 |
| Reports To: | Director of Digital |
| Main purpose of the post: | |
| <p>As the Senior IT Technician, you will be the bridge between technical excellence and operational success. You will lead a small, dedicated internal team and act as the primary liaison for our SLA contract with our external IT service provider, ensuring our partners deliver to the high standards our schools deserve.</p> <p>You will handle complex ticket escalations, mentor junior staff, and manage your own portfolio of tickets from first contact to resolution. Beyond the helpdesk, you will play a pivotal role in delivering strategic IT projects that keep LEO at the cutting edge of educational technology.</p> | |
| Key Responsibilities: | |
| <ul style="list-style-type: none"> ● Lead and mentor a small team of technicians, fostering a culture of excellence, empathy, and efficiency. ● Oversee the SLA with our IT service provider, ensuring performance targets are met and maintaining a seamless partnership. ● Act as the senior point of contact for technical issues, resolving complex hardware, software, and network problems. ● Support the Trust's 1:1 Chromebook programme, ensuring devices are optimised for learning. ● Work alongside Trust leadership to implement new technologies and infrastructure upgrades that align with our digital strategy. ● Provide friendly, professional support via phone, email, and face-to-face, ensuring staff and pupils feel empowered by their technology. | |
| General Employment Duties: | |
| <p>Teamwork and Collaboration</p> <ul style="list-style-type: none"> ● Provide day-to-day leadership to the internal IT team, fostering a culture of technical excellence, proactive problem-solving, and continuous improvement. ● Act as the primary point of contact for the external IT service provider, monitoring performance against SLAs and ensuring the Trust receives high-quality service and value. ● Work closely with the Digital Team and Trust leadership to align technical operations with the Trust's long-term digital strategy ● Partner with school leaders and the central team to ensure IT infrastructure seamlessly supports the 1:1 Chromebook programme and classroom innovation. <p>Communication and Customer Service</p> <ul style="list-style-type: none"> ● Communicate complex technical information clearly to non-technical staff and pupils, acting as | |

a trusted advisor across the Trust's family of schools.

- Maintain professional and productive relationships with staff at all levels, ensuring IT support is seen as a facilitating partner in teaching and learning.
- Serve as the final internal point of contact for complex or sensitive IT issues, handling them with a calm, professional, and solution-oriented approach.
- Promote the Trust's digital vision, ensuring all IT interactions reflect LEO's commitment to innovation, inclusion, and excellence.

Health & Safety

- Model and enforce health and safety policies, ensuring that server rooms, workstations, and charging trolleys across all sites meet safety standards.
- Conduct regular risk assessments for new hardware installations and ensure the safe disposal of electronic waste (WEEE compliance).

Professional Development

- Actively mentor junior technicians and apprentices, supporting their professional growth and helping them meet their learning objectives.
- Regularly research and evaluate emerging technologies (e.g., AI in education, Google Workspace updates) to keep the Trust at the forefront of EdTech.
- Maintain personal professional growth by working towards advanced technical certifications (e.g., Google Professional Collaboration Engineer, Networking, or Project Management).

Administration

- Oversee the management of digital assets, including the 1:1 Chromebook fleet, ensuring accurate inventory records and lifecycle planning.
- Ensure all systems and practices strictly adhere to GDPR, data protection policies, and Cyber Essentials standards.
- Work alongside the DSL (Designated Safeguarding Lead) to ensure all hardware and software deployments comply with the highest standards of child safeguarding and online safety.
- Maintain high-quality technical documentation for Trust-wide systems to ensure continuity and knowledge sharing within the team.

Other

- To undertake any other duties as required by the Director of Digital
- To lead by example in the delivery of a digital-first environment that puts pupils' learning at the center of every technical decision.

General Information:

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| Equality of Opportunity | <ul style="list-style-type: none"> ● As a member of Trust staff to take individual and collective professional responsibility for reinforcing and promoting a working environment free from discrimination, victimisation, harassment and bullying. ● Ensure the development and progression of equality within the sphere of responsibility of this post and the fair and equal treatment of all colleagues, children, parents and visitors. |
| Confidentiality and Data Protection | <ul style="list-style-type: none"> ● To treat all information acquired through employment, both formally and informally, in strict confidence. ● To be aware of the Trust's responsibilities under the Data Protection Act 2018 for the security, accuracy and relevance of personal data held on such systems and ensure that all processes comply with this. |
| To contribute as an effective and collaborative member of the School team | <ul style="list-style-type: none"> ● Any other duties as reasonably required by any senior employee of the Trust. ● Participating in the ongoing development, implementation and monitoring of the school development plan. ● Attend regular meetings as required and make a positive contribution during meetings. |
| Safeguarding | <ul style="list-style-type: none"> ● Being aware of and complying with policies and procedures relating to child protection reporting all concerns to an appropriate person. |

Person Specification (E = Essential, D = Desirable)

Qualifications and Professional Development

- 5 A*-C/levels 9-5 in GCSE (or equivalent) including English and Maths - **E**
- Level 4/5 qualification in an IT-related subject and equivalent industry experience - **E**
- Google Professional Collaboration Engineer or Professional Chrome OS Administrator Credentials - **D**
- Industry-standard certifications (e.g., CompTIA A+, Network+, or Microsoft Fundamentals) - **D**
- Evidence of continuous professional development in emerging technologies (e.g., AI, Cyber Security) - **E**

Knowledge and Experience

- Extensive experience in a technical support role, ideally in a senior or supervisory capacity - **E**
- Deep knowledge of the Google Admin Console and managing a large-scale ChromeOS/Chromebook estate - **E**
- Experience managing or overseeing Service Level Agreements (SLAs) with external IT providers - **E**
- Proven experience in managing network infrastructure (WiFi, LAN, Filtering, and Firewall management) - **E**
- Experience working within an educational setting and understanding of EdTech trends - **D**
- Experience in project management, such as hardware rollouts or system migrations - **D**

Skills and Capabilities

- Ability to diagnose and resolve complex hardware, software, and connectivity issues across multiple platforms - **E**
- Ability to lead a small team, delegate tasks effectively, and mentor junior staff/apprentices - **E**
- Ability to look beyond daily tickets to identify long-term infrastructure improvements - **E**
- Ability to explain complex technical concepts to non-technical staff and pupils in a clear, patient manner - **E**
- Excellent time management skills with the ability to handle multiple ticket escalations and projects simultaneously - **E**

Other

Commitment to the Trust's values of diversity, inclusion, and digital innovation - **E**

Full UK Driving License and the ability to travel between Trust sites as needed - **E**

Deep understanding of Keeping Children Safe in Education (KCSiE) and the technical requirements for safeguarding (web filtering, monitoring) - **E**

A proactive, "can-do" attitude with a passion for how technology can transform learning outcomes - **E**

This job description may be amended at any time after consultation with the post holder.

This job description is a broad overview of the post. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Consequently, this is not a contractual document and the post holder will be required to carry out any other duties that are necessary to fulfil the purpose of the job.