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| **POST TITLE: SENIOR IT TECHNICIAN** |
| **OVERALL PURPOSE OF THE POST** |
| Under the direction and guidance of the Network Manager, provide full support in all aspects of ICT provision across our Multi Academy Trust. Assist the Network Manager in designing and implementing innovative IT systems/processes which take into account the longer term targets of ACET, whilst ensuring full network capability is maintained at all times. The Senior IT Technician will also contribute to a team of ICT technicians providing technical support for the use of all ICT hardware, software and systems across a variety of platforms and operating systems across the trust. |
| **MAIN DUTIES AND RESPONSIBILITIES** |
| * Support the Network Manager in the development, deployment and maintenance of Trust IT Services including network infrastructure, Server environment, SAN, WAN, telephony, network security devices, virtual environments and cloud-based systems. * Contribute towards the planning and implementation of upgrade routines for all Trust IT services; including infrastructure upgrades, server upgrades and updates to devices such as firewalls, web filters and anti-spam devices * Provide 2nd and 3rd line technical support for all end user and infrastructure devices to ensure the Trust IT network and services operate at optimum efficiency * Advise the Network Manager on any developments within the IT field including hardware and software developments that may have an impact either on the operational use of the systems, or the security and integrity of systems * Monitor and report on the usage of all network connected devices including Server performance, Network Performance, SAN, WAN and telephony systems. * Assist the Network Manager in the development and testing of system wide failure recovery procedures * Assist the Network Manager in the delivery of planned preventative maintenance schedules including the gathering of diagnostics data, and the implementation of patches / upgrades and firmware revisions * Consult with third parties on behalf of the Network Manager for the implementation of service updates and hardware warranty installations * Demonstrate a continued commitment to the application of copyright, Data Protection principals and other legal requirements within an IT arena * Attend meetings and undertake training of staff when required * Participate in the development of trust and academy websites * Have a working knowledge of the software in use across the trust * Support and contribute to the development of ICT support staff across the trust |

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| **OTHER** |
| All ACET staff are expected to:   * Appropriately maintain the confidentiality of the working environment; * Promote and support the aims, ethos and vision of the academy/trust; * To comply with all ACET policies and procedures; * To comply with all statutory guidance as relevant for their role, including the Health and Safety at Work Act 1974; * Work in a flexible manner, undertaking any reasonable duties commensurate with the salary and grade of the post. * Work in other ACET academies, as required (with travel payment if appropriate).   *The purpose of this job profile is provide an overview of the duties and responsibilities involved in this role, however it is not intended to be exhaustive. In consultation with the post holder, this profile may be reviewed and could be subject to change during the course of employment.* |