



Job Description: Senior IT Technician

Role Title: Senior IT Technician, The Gryphon Trust

Reports To: CEO, The Gryphon Trust

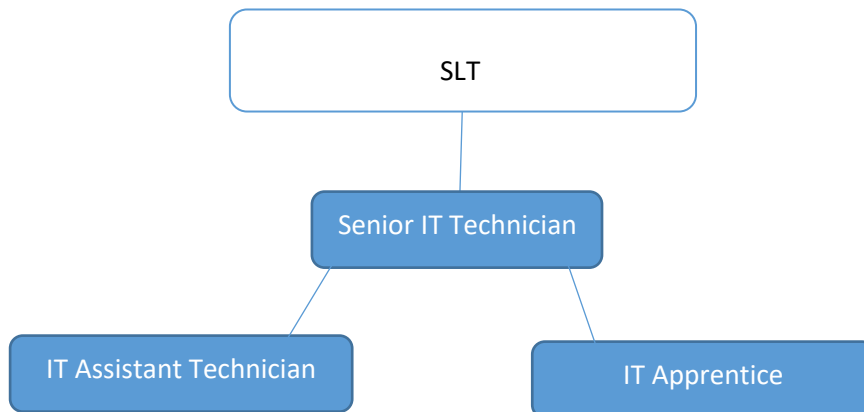
Role Purpose: To implement improvements to IT across the Trust, working as part of the IT Support team and helping to support all school IT services.

Helping to meet the needs of the students, curriculum and administrative teams in all areas of IT.

Mentoring the IT technician and apprentice

Assisting the external IT support partner with forecasting and financial management of the Trust IT

Organisation:





Role Requirements:

Accountabilities	Accountability Statements	% of Time
<p>IT Equipment Support</p>	<p>Working as part of a team to enable a smooth operation and availability of all IT, network, computer & cloud services for the Trust.</p> <p>Offer IT support as a first point of technical contact, helping the IT technician & apprentice</p> <p>Working to Service Level Agreements for all schools and staff of the Trust, aiming for response and resolution target times</p> <p>Working with Office365 cloud and email services</p> <p>Work under existing effective IT systems, offering and implementing suggestions for improvement</p> <p>Update essential spam filtering to keep email content appropriate for all staff & students</p> <p>Providing first point technical support in networking equipment across the school sites</p> <p>Ensure Wi-Fi access is available across sites, provide guest access & appropriate Wi-Fi/internet access for all staff & students</p> <p>Updating file access with appropriate permissions & sharing areas</p> <p>Participate in discussions with users to understand their ICT requirements and recommend solutions to meet their needs in terms of hardware and software</p> <p>Make network cables, test and re cable rooms as required</p> <p>To manage servers</p>	<p>15%</p>
<p>Projects</p>	<p>Identify, propose and take part in IT projects to a successful conclusion</p> <p>Where suitable to Project Lead and direct the project to conclusion, completing with full evaluation</p>	<p>15%</p>



	Striving to drive the Trust forward with the use of Technology	
Administration	<p>Ensure each school's licences are updated</p> <p>Maintain an awareness of new ICT products and services and ensure that information is shared within the school by documenting processes and solutions</p> <p>To mentor the IT technician and apprentice</p> <p>Provide training and support to others</p> <p>Providing an escalation point to the IT technicians</p>	15%
Support to Staff	<p>Liaise with staff on a daily basis to support the efficient use of IT equipment in the Trust</p> <p>Assist in the provision of technical and networking support to teachers during teaching periods.</p> <p>Support teaching staff in the use of IT based activities, and aid groups of pupils in the use of IT.</p> <p>Provide technical support and assistance on staff training and deliver in-house training for staff, including the preparation of guidance on the use of ICT for staff and pupils</p> <p>Set up new users on networks when required</p> <p>Maintain system integrity and security by changing passwords on the system and informing staff of any changes</p> <p>Identify and implement areas for improvement under the Trust IT umbrella</p>	20%
Software Support	<p>Setup automatic installation of software across the Trust</p> <p>Keep abreast of software developments, including evaluating and comparing prices and make recommendations on the purchase of new software</p> <p>Operate and tailor software to meet the needs of the Trust</p> <p>Oversee the terms of the licence arrangements, copy software and user files as required</p>	25%



	<p>Compile yearly software audit</p> <p>Troubleshoot software problems, including compatibility across different versions</p> <p>Install network software as well as stand-alone software, liaise with support staff to ensure smooth integration onto all PCs including laptops for use children and staff</p> <p>Assist in transferring all year group files up to the next year, move all staff files to correctly locations at end of school year</p>	
iPad management	<p>Report on any misuse of iPads or associated network access</p> <p>Manage iPad insurance claims</p>	5%

Key Decision Making Areas

- Recommend upgrades and replacements of hardware and software, ordering where required, recommending which suppliers to use to ensure best value
- Use Innovation to recommend a plan of action or change to an existing programme/plan to introduce new, or improve existing, systems and processes
- Decide what actions need to be to resolve problems or issues, escalating where required

The Role Dimensions

- Size of Trust: 1 school with 900+ pupils on roll, 1 school with 22 pupils on roll at present
- Dealing with regular deliveries of equipment and consumables
- Budget for consumables

The Main Contacts

- Teaching Staff: dealing with hardware, software and network problems on a daily basis
- External IT Support provider : point of escalation, daily liaison with for any job-related issues
- Pupils: regular contact with pupils dealing with user account & printer problems
- Computer Suppliers: ordering stock whilst obtaining best value
- Assistant Technicians: To help supervise and mentor as an escalation point for day to day management and technical advice

Context

- Required to attend training to keep skills and knowledge up to date
- There is a particular responsibility to maintain high standards of health and safety, in order to ensure that pupils and colleagues are protected from hazards, within the framework of relevant risk assessments
- It may be a requirement of the role holder to deal with confidential information and a strict regard for confidentiality is essential