



## **THE ROWAN LEARNING TRUST** **JOB DESCRIPTION**

### **1. INTRODUCTION**

- 1.1 Name of Postholder:**
- 1.2 Post Title:** Senior ICT Technician
- 1.3 Location:** The Rowan Learning Trust, 18 Beecham Court, Goose Green, Wigan, WN3 6PR (must be able to travel in order to support our schools across the Trust).
- 1.4 Overall Purpose of Post:** Under the reasonable direction of the IT manager and working closely with the wider Trust and school IT teams, carry out the professional duties in line with the job profile and in particular to:
- Provide general support to staff and pupils
  - Support the aims and objectives of the Trust
  - Frequently travel to Trust schools across the North West
- 1.5 Reporting to:** IT Manager
- 1.6 Grade:** Grade 6, scale points 14-20 (£27,334 - £30,296)
- 1.7 Working time:** 37 hours per week, working full year
- 1.8 DBS Level:** Enhanced
- 1.9 Date:** October 2024

### **Our Vision for IT**

The IT Strategy is aligned with the Trust strategic goals and strives to provide 1<sup>st</sup> class IT services to all staff and students in our schools. To achieve this, the strategy focuses on five key strands: condition of the IT environment, support for the schools, cyber security & governance, IT operations and innovation. Together, these key strands have all triggered a move to utilise cloud first capability where possible. This is an exciting opportunity to join our highly skilled and forward-thinking IT team, providing support to our primary schools.

## **2. RESPONSIBILITIES AND ACCOUNTABILITIES**

### **Responsibilities**

- Visit our primary schools on a regularly agreed basis
- Carry out daily/weekly/monthly checks on school systems as agreed
- Monitor the school IT helpdesk and prioritising jobs
- Carry out day-to-day IT support duties for the schools, including remotely when not on site
- Coordinate IT projects at school level
- Work with IT support managers on larger Trust-wide projects
- Play an active role in formulating the 3-5 year IT Strategy
- Deliver the agreed 3-5 year IT Strategy within the agreed budget
- Ensure endpoint protection is maintained and up to date on all devices
- Ensure endpoints are patched appropriately with the latest updates
- Be aware of and follow the Trust Cyber Response Strategy when appropriate
- Ensure physical security of the network by ensuring unauthorised devices are not connected to the production environment

### **Support for the Curriculum**

- Support the Trust's move to cloud first by providing support for staff and students
- Actively participate in training opportunities and further development of the cloud first environment
- Collaborate with colleagues across the Trust
- Perform routine fault repairs of software and hardware
- Perform network fault-finding and diagnosis as required
- Install new software and peripherals as required
- Install and maintain software and hardware as required
- Manage and maintain adequate stock levels of consumables
- Help teaching and support staff with advice regarding software and hardware as required
- Timely and accurate preparation and use of specialist equipment/resources/materials as required by staff/curriculum etc
- Maintain accurate records as requested
- Liaise with third party support providers as appropriate
- Provide support to local schools to meet agreed Service Level Agreements
- Investigate and research new technologies, hardware and software and assist in implementation
- Deliver training to teaching and support staff in the use of school systems
- Monitor and prioritise IT helpdesk tickets
- Support the remote learning provision in schools

### **Support for the Schools**

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure all pupils have access to opportunities to learn and develop
- Contribute to the overall ethos/works/aims of the schools
- Appreciate and support the role of other professionals

- Attend relevant meetings as required
- Participate in training and other learning activities as required

The successful candidate must hold a full UK driving license and be able to provide own transport to other sites (travel expenses will be reimbursed).

### **3. PERSON SPECIFICATION**

#### **Essential Criteria**

- Level 3 qualification or higher in an IT-related subject
- GCSE grade C or above in Maths and English
- Full UK driving license
- Significant experience of working in an IT Support Environment
- Significant experience of server management
- Significant knowledge of PC Hardware/Software & Network Systems/Printers
- Sound knowledge of Active Directory, Server 2012/2016/2019, Windows 10/11 etc

#### **Desirable Criteria**

- Degree level qualification in an IT-related subject
- Experience of working in a school environment
- Knowledge of major Microsoft cloud-based back-office systems including Azure AD, Exchange, SharePoint/OneDrive, Security & Compliance, Intune, Autopilot, Teams, etc.
- Evidence of experience managing projects
- Logical approach to problem solving
- Experience of working with Apple technologies (iPods, iPads, iMacs etc.)
- Knowledge of imaging and software deployment techniques (SCCM, Intune)
- Must enjoy seeing jobs through to completion
- Must be able to work on own initiative, and to specific deadlines
- Excellent communication skills
- Positive attitude
- Patience and determination
- Be able to work with and around staff and students in a school setting
- Flexibility
- An empathy with children
- Approachability
- The ability to organise workload.
- The ability to work without direct supervision.
- The ability to work as a member of a team
- The ability to effectively supervise others
- The ability to maintain confidentiality.
- Excellent attendance and punctuality record.