



JOB DESCRIPTION

Job Title: Senior Technical Engineer
Grade: SO1 SCP 23-25
Reporting to: IT Technical Manager

Job Purpose:

Responsible for the delivering Trust-wide technical initiatives and projects, including the requirement to deputise for the IT Manager where required.

Responsible for taking a lead role on key systems and services (at trust level), ensuring the wider IT services team are developed through training, best practise and documentation.

Responsible for handling service outages and technical escalations in a calm, collected manner ensuring policies and procedures are upheld.

Responsibilities

- Lead on all aspects of technical support across the Trust.
- With support from other senior IT colleagues, develop aspects of core infrastructure systems and services, including:
 - Network connectivity (switch maintenance and VLAN updates);
 - Internet services, including web filtering and Office 365;
 - Windows server infrastructure, including AD, GPO, DNS, DHCP;
 - Server applications such as print services, curriculum applications, files shares;
 - Server system maintenance such as backup, anti-virus, Windows updates;
 - Academy MIS systems;
 - Telephony and VOIP.
- Take a lead role in IT projects and capital project related work, ensuring that best practices are followed from planning through to implementation.
- Take a lead role on the auditing and sense checking of Trust establishments to identify areas for continuous service improvement.
- Lead on the delivery of changes to hardware and software, ensuring documentation is created and maintained to a high standard.
- Negotiate with suppliers and external contractors and track external support calls.
- Conduct individual and group training to Trust staff on the use of IT resources and services.
- Review and make suggestions to improve the working practise of the technical team
- Work as part of a wider trust IT Services team, adopting flexible working practices, attending meetings and liaising with staff at all levels to ensure efficient operation of IT systems and services.
- Support the continual development and consistent maintenance of filters, IT systems, and monitoring protocols in line with trust safeguarding strategies and procedures.
- Enhance knowledge and skills relevant to IT through online resources and attend relevant courses where appropriate.
- Any other duties corresponding to the general character of the post and appropriate with its level of responsibility.

General

- Be aware of, and comply with, policies and procedures relating to child protection, health and safety, confidentiality and data protection.
- Perform other relevant tasks as directed by senior leaders.

- Work in partnership with, and across, other GORSE academies as required.

Key skills:

- Dependable and reliable, with the ability to work on your own initiative.
- Confident in providing small group sessions for training and development.
- Outstanding time management and organisation skills to support highly effective use of time.
- Champion of high standards, pride in your work, and attention to detail.
- Outstanding computer hardware and software skills, with an ability to effectively troubleshoot and resolve problems at the level expected of the role.
- Outstanding communication skills, both oral and written, with ability to communicate with people at all levels.
- Able to work cooperatively in partnership with other GORSE academies.

Personal Responsibilities:

- To hold positive values and attitudes and adopt high standards of professional conduct in line with the Seven Principles of Public Life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership) and our trust values of Diligence, Integrity, Rectitude and Kindness.
- Carry out the duties and responsibilities of the post, in accordance with GORSE's Health and Safety Policy and relevant Health and Safety Guidance and Legislation.
- Form positive professional relationships, and work in partnership with colleagues throughout GORSE.
- To willingly engage with training as required.
- Treat all aspects of the role with the strictest confidentiality.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality, equality and diversity and data protection, reporting all concerns to an appropriate person.
- To complete AM, Break, Lunch & PM duties as required by the Principal.

Any Special Conditions of Service:

- The post is subject to a satisfactory enhanced DBS background check, relevant right to work documentation, suitable references and a six -month probationary period.
- Occasionally there may be a requirement to work off-site and undertake work outside normal office hours to meet the variable nature of workloads and deadlines and to support academy events.
- Contribution to the overall ethos/work/aims of GORSE.
- GORSE operates a No Smoking/Vaping Policy.

PERSON SPECIFICATION

Criteria	Essential/ Desirable
Qualifications	E/D
Grade C/4 and above in GCSE English and Mathematics (or equivalent).	E
Full UK driving license and daily access to a vehicle, the role will involve working at all of the academies in the Trust.	E
IT qualification/s, e.g. Microsoft, Cisco, CompTIA a+.	D
Possess A Level and/or equivalent Level 3 qualifications.	D
Knowledge and Skills	E/D
Excellent communication skills, both written and oral and the ability to communicate with different groups of people.	E
Strong working knowledge of Windows Server 2008R2, 2012, 2016 and 2019.	E
Strong working knowledge of core infrastructure services (Group Policy, DNS, OS Deployment, Active Directory).	E
Strong project management skills with proven experience of delivering projects.	E
Outstanding administrative skills.	E

Excellent customer service skills and the ability to understand the needs of our students, staff, parents and carers.	E
Excellent organisational and time management skills and the ability to prioritise work for yourself.	E
Strong analytical skills and a systematic and logical approach to problem solving.	E
Ability to work on own initiative as well as part of a wider team.	E
Ability to clearly and concisely disseminate knowledge and best practice to other members of the team and wider staff body.	E
Self-motivated and proactive.	E
Adaptable, willing and flexible.	E
Conscientious and dependable.	E
Calm, organised and methodical.	E
Enthusiastic, ambitious and hard working.	E
A working knowledge of switching, network topologies and internet protocols.	D
A working understanding of server and storage technologies. (SAN's, Hyper Converged, Hyper-V, VMWare).	D
Knowledge of recognised quality standards and best practice procedures for IT and project management, e.g. ITIL, PRINCE 2.	D
Experience of managing and deploying Apple devices such as iMacs and iPads in a Windows networked environment.	D
Experience	E/D
A minimum of three years' experience in an IT support role.	E
Experience of delivering outstanding services to meet customer needs, in person, online, and face to face.	E
Experience of managing competing priorities and working to tight timescales.	E
Experience of supporting other colleagues and positively influencing their work.	E
Experience in education (primary, secondary, post 16 or alternative provision).	D
Experience of leading others in a formal capacity.	D
Experience of managing large projects and budgets.	D
Continuous Professional Development	E/D
Evidence of commitment to Continuing Professional Development.	E
Other Conditions	E/D
Enhanced DBS Clearance.	E

We are committed to safeguarding the welfare of children and expect all staff and volunteers to share this commitment. The successful candidate will be subject to full employment checks, including an enhanced DBS disclosure and barring service check. We promote diversity and aim to establish a workforce that reflects the population of Leeds.

Employment is conditional on confirmation of the right to work in the UK – either as a UK or Irish citizen, under the EU Settlement scheme or having secured any other relevant work visa. If you do not have the right to work in the UK and the role does not meet eligibility for sponsorship, please consider carefully whether you meet the eligibility to apply for this position.