

## Job Description

<b>Post Title:</b>	<b>Senior Technology Support Officer</b>
<b>Location:</b>	<b>SAT Central Offices Portland Spencer Academy</b>
<b>Salary/Pay Range:</b>	<b>NJC 18 – 22</b>
<b>Hours of work:</b>	<b>Full Time, all year round. Permanent.</b>
<b>Reporting to:</b>	<b>Head of Service Delivery</b>

## Purpose of Role

- The Senior Technology Support Officer will leverage their extensive experience and expertise in IT support to provide leadership and guidance in ensuring the smooth operation of IT systems across multiple school sites.
- The Senior Technology Support Officer will report directly to the Head of Service Delivery and will play a pivotal role in enhancing the efficiency and effectiveness of the IT service delivery within our schools and wider trust.
- The Senior Technology Support Officer will be required to work independently and handle multiple sites.
- The Senior Technology Support Officer will have line management responsibility of the Technology Support Officers.

## Nature and Scope

Working as part of this important team you will be required to carry out the following duties. The nature of the Academy Year requires some of these tasks to be done regularly whilst others will be on an annual cycle.

The post holder will be expected to use all Trust standard computer hardware and software packages where appropriate.

## Main Duties & Responsibilities

- To support the Head of Service Delivery to meet the academic, pastoral and other needs of students by improving the quality of teaching and learning, thereby helping all students to achieve their full potential by ensuring the availability of fully operational IT throughout the trust.
- To proactively maintain, update and support various IT infrastructure and software systems within the trust across a variety of teaching and learning environments. Providing hardware and software support for desktop computers and laptops, wired and wireless networks, printers, phone systems, CCTV etc.
- To plan and discuss with the Head of Service Delivery & Head of Infrastructure matters affecting the network and taking appropriate preventive/corrective action where appropriate.
- To communicate as necessary with relevant school personnel and with outside agencies to ensure a flawless service.
- To work independently at several schools in our Trust installing, maintaining and upgrading software to enable all students and staff to make full use of all available IT equipment and systems.
- To independently advise staff on the use of software to enable them to improve the quality of teaching and learning for students.

- To assist staff and students to resolve problems with the use of hardware and software, to ensure that students can maximise the use of available IT equipment and systems thereby maximising their understanding of the range of learning opportunities and the quality of work.
- To carry out repairs to hardware not covered by 'warranties' and within own ability, to arrange other maintenance, to ensure maximum availability and cost-effectiveness of all IT equipment in the school.
- To ensure the efficient management of IT security/backup systems throughout the school, by following agreed procedures to comply with Data Protection regulations, GDPR and minimise potential data loss.
- Ensure software is correctly licensed to ensure that the school complies with legislative and other requirements.
- To control stock and order IT equipment, getting approval for purchases where necessary, to ensure value for money and minimum disruption to usage of IT equipment by students and staff.
- Provide IT and technical support, including lighting, sound, audio and visual for school and external events.

## General

- Work in a professional manner and with integrity and maintain confidentiality of records and information.
- Maintain up to date knowledge in line with national changes and legislation as appropriate to the role.
- Be aware of and comply with all Trust policies including in particular IT, Health and Safety and Safeguarding.
- Participate in the Trust Professional Performance Review process and undertake professional development as required.
- Adhere to all internal and external deadlines.
- Contribute to the overall aims and ethos of the Spencer Academies Trust and establish constructive relationships with nominated Academies and other agencies as appropriate to the role.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

**The Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our students and expects all employees and volunteers to share this commitment. All posts are subject to enhanced DBS checks and completion of Level 2 safeguarding training.**

Name

Signature

Date

## Person Specification

### Senior Technology Support Officer

<b>A. Qualifications &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
BTEC National NVQ3 or equivalent	<b>A &amp; I</b>	
ICT Industry standard qualification	<b>A &amp; I</b>	
MIS Industry standard certification		<b>A &amp; I</b>
Evidence of commitment to continuing professional and personal development	<b>A &amp; I</b>	
BTEC National NVQ3 or equivalent	<b>A &amp; I</b>	
Previous Second Line support, service desk experience	<b>A &amp; I</b>	
Outstanding customer care skills	<b>A &amp; I</b>	
IT Skills including knowledge of Microsoft Office/ Microsoft Windows 10/11	<b>A &amp; I</b>	
Network management in educational setting	<b>A &amp; I</b>	
Knowledge of Microsoft Server platforms	<b>A &amp; I</b>	
Knowledge of MIS Systems	<b>A &amp; I</b>	
Technical experience of Microsoft Intune		<b>A &amp; I</b>
Technical experience JAMF		<b>A &amp; I</b>
Experience Microsoft 365 Stack	<b>A &amp; I</b>	
Experience of filtering systems	<b>A &amp; I</b>	
Experience of Adobe admin platform (SSO)		<b>A &amp; I</b>
Experience of onsite back-ups		<b>A &amp; I</b>
Experience of cloud-to-cloud back-ups	<b>A &amp; I</b>	
Cloud PAXTON management		<b>A &amp; I</b>
Experience of Cloud Print management	<b>A &amp; I</b>	
Experience of Cloud Wireless Management	<b>A &amp; I</b>	
Experience of cloud Anti- virus platform	<b>A &amp; I</b>	

**B. Professional Knowledge and Skills**

Essential

Desirable

Knowledge of child protection and health and safety procedures.	<b>AIR</b>	
Good knowledge of resources, equipment and safety procedures	<b>AIR</b>	
Knowledge VOIP Phone systems	<b>AIR</b>	
Knowledge of firewall platforms	<b>AIR</b>	
Knowledge of Cyber Security	<b>AIR</b>	

**C. Personal Attributes**

Essential

Desirable

Self motivating and resilient	<b>AIR</b>	
Good organizational skills	<b>AIR</b>	
Ability to develop effective partnerships	<b>AIR</b>	
Ability to work independently	<b>AIR</b>	
Able to keep up to date with the latest technological advances	<b>AIR</b>	
Good written and oral communication skills	<b>AIR</b>	
Knows the policies and procedures relating to safeguarding	<b>AIR</b>	
Full UK driving licence required	<b>AIR</b>	
Ability to be respectful and promote equality of opportunity and diversity	<b>AIR</b>	

**E. Safeguarding & Equality**

Essential

Desirable

Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	<b>I</b>	
Must be able to recognise discrimination in its many forms and willing to put the School's equality policies into practice.	<b>I</b>	
Aware of equal opportunities in relation to this role	<b>I</b>	
Enhanced DBS & Online Check (Satisfactory) & suitable references	<b>I</b>	

**Application (A) / Information (I) / Reference (R)**