**Job Description**

**Post Title: Trust Senior IT Technician**

**Responsible to: Trust IT Manager**

**Grade: NJC Grade G Points 20 - 25**

**Contract type: Full-time, permanent**

**Location: Maghull High School and Trust Office at Southport College. During term time we anticipate the successful candidate would be working 4 days at Maghull High School and 1 day at our Southport Office.**

**Summary**

Responsible for the day-to-day management and maintenance of IT infrastructure, monitoring and reviewing IT systems across Maghull High School and wider Trust, ensuring any issues are addressed to ensure a high-quality service is maintained and developed.

As part of the wider Trust IT Team, you will be involved in all stages of projects that cover our schools and the Trust as a whole.

# Main Duties and Responsibilities

* Day to day management of Maghull High School’s on and off premise systems including Microsoft 365 and the Management Information System (MIS).
* Line Management of the Maghull IT Technician.
* Provide high level technical support to Maghull staff and students and, where necessary, across the other Trust schools.
* Support the Central Trust IT staff with technical and project assistance where required.
* Assist and advise the Trust IT Manager with identifying suitable upgrades to equipment and infrastructure.
* Maintain and manage the school helpdesk.
* Responsibility for maintaining an up to date hardware and software inventory.
* Ensure all systems are patched and kept up to date within the Trust’s required time schedules and provide reports to the Trust IT Manager.
* Maintain security, preventing unauthorised access to school systems.
* Maintain technical documentation.

# Main Duties and Responsibilities (continued)

* Responsible for maintaining and keeping up to date school networks and infrastructure equipment including servers, switches, WiFi and firewall devices.
* Troubleshooting systems as required.
* Manage the installation of all new computer hardware and software as required.
* Ensure all data is managed and processed in line with the Trust Data Protection and Record Management Policies and any concerns and/or breaches are reported swiftly to the Data Protection Officer.
* Responsibility to ensure the back-up systems are working correctly and regularly tested in accordance with Cyber Security requirements.
* To ensure policies and procedures are followed at all times.
* To attend staff meetings as required.
* To adhere at all times to professional business standards of dress, courtesy and efficiency.

**Notes**

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at intervals and may be subject to modification or amendment at any time after consultation with the holder of the post.

***Southport Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful applicants will be requested to undertake an Enhanced Disclosure and Barring Service check.***

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# Senior IT Technician - Person Specification

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| **Criteria** | **Essential** | **Desirable** | **Method of assessment** |
| **Experience and skills** | * Minimum 3 years working in a similar post. * Proven technical knowledge and experience of working with various networking technologies e.g. LAN,WAN,VLAN,VPN,DNS,DHCP and Wireless. * Server deployment and maintenance experience (Windows 10, Windows Server 2016 and above,WDS,SQL,IIS). * Experience of working within GDPR guidelines. * Experience of managing Office 365 (cloud and on-premise). * A proven history of being able to troubleshoot and resolve technical issues across varying infrastructure and services. * Experience in working with virtualisation technologies (VMware/Hyper-V) * Good knowledge of security and security principles. * Experience managing backup environments. * Strong experience in Active Directory and Group Policy management. * An understanding of cloud technology and web facing infrastructure. * Experience of Apple technologies. | * Experience of IT in an education setting. * Good proven knowledge of firewalls/filtering. * Knowledge of VOIP technology and support experience. * Some experience of scripting e.g. Powershell, VBscript. * Experience of Azure management. * Experience of managing Google Workspace. | Application form, written assessment,  interview and references. |

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| **Personal Qualities** | * A desire to learn and adapt to new skills and technologies. * Can work independently, proactively and to deadlines. * Excellent written/verbal and interpersonal skills. * Confident and resilient, with the ability to use own initiative. * Accuracy and strong attention to detail. * Ability to liaise with students, members of staff and third parties in a professional manner. * Ability to work constructively as part of a team or individually. * Ability to follow procedures and ensure these are implemented accurately. * Ability to deal with problems in a positive and systematic manner. * Ability to explain information clearly and simply. * Excellent personal organisation and self-motivation, commitment, reliable and trustworthy. * Flexibility to commit to additional hours if required. | |  | Application form, interview and references. In addition to candidates’ ability to perform the duties of the post, the interview will also explore issues relating to  safeguarding and promoting the welfare of children including:   * motivation to work   with children and young  people   * ability to form and   maintain appropriate  relationships and personal  boundaries with  children and young people |
| **Education and Qualifications** |  | * A commitment to ongoing personal development and willingness to undertake appropriate training. * Relevant IT certification or training (e.g. COMPTIA, CCNA, MCSA, MCSE, VCP-DCV). | * Valid full UK driving licence. * Access to own transport which can be used for work purposes. * ITIL Foundation certification | Application form, certificates and interview. |