## Job Description

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| Job title: | Senior IT Technician |
| Academy: | Working across a number of Academies within the South Coast Region, namely Magna Academy, Jewell Academy and Ocean Academy. |
| Reports to: | Regional Technical Manager |
| Hours of Work: | 37 per week. You will be expected to work the hours to meet the demands of the post. It is recognised that there will be fluctuations with this work especially during school term time. |
| Salary: | Circa £26,000 depending on experience. |
| Annual Leave: | Annual leave is 24 working days for a full year, based on a 5-day working week in addition to Bank/Public Holidays. |
| Disclosure Level:  | Enhanced  |
| Core Purpose |
| The Senior IT Technician will be a key member of IT team supporting a number of the South Coast academies. This will include will Magna Academy, Jewell and Ocean Academy.This role will be pivotal in providing the academies with an efficient and effective IT support service. |
| Main duties and responsibilities  |
| * Respond to helpdesk tickets and escalate to 3rd Line engineers when necessary.
* Use the service desk to report, log and correspond to requests.
* Checking that the onsite calls are approached and completed in line with assigned SLAs.
* Perform advanced diagnostic procedures on hardware, peripherals and applications as required and carry out remedial action.
* Configuration, administration and management of network systems (user accounts, ID’s, passwords, menu systems, etc) to meet school needs.
* To assist the Regional Technical Manager to ensure the effectiveness of security solutions, including firewalls, anti-virus solutions, and intrusion detection systems.
* To oversee and ensure the efficient and effective deployment of ICT resources.
* To assist the Regional Technical Manager in creating and implementing a structured approach to deploying new hardware or software.
* Ensure the effectiveness of servers, email, print and backup servers and their associated operating systems and software.
* Manage and ensure optimal operation of all network hardware and equipment, including routers, switches, hubs, UPS, printers, Projectors and Smartboards with supervision from the Regional Technical manager.
* Ensure that ICT rooms and equipment are maintained and functioning to their full capacity, carrying out basic maintenance and repairs to equipment as appropriate.
* Ensure that start-of-year and end-of-year procedures are correctly assigned, implemented, and monitored for each site.
* Establish and maintain regular written and in-person communications with department heads, and end users regarding pertinent network activities.
* To support the Regional Technical Manager to develop the academies IT network systems as and when required, making recommendations where necessary.
* To support the Regional Technical Manager with the overseeing of the IT technicians ongoing training and development.
* Maintain an up-to-date working knowledge of relevant IT issues and equipment, undertaking training etc as necessary on an on-going basis.
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Assessed by application (A)

Assessed by the recruitment process (R)

| **PERSON SPECIFICATION** |
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| Criteria | **Essential** | **Desirable** |
| Qualifications and Education |
| Educated to a Minimum of Level 3, with good literacy and numeracy skills. | A |  |
| Hold an MSCE or equivalent professional qualifications. |  | A |
| CCNA or equivalent certificate. |  | A |
| Experience |
| At least 2-3 years’ experience in IT Desktop/Hardware support | AR |  |
| Good understanding of network infrastructure, network hardware, storage, server virtualisation (Hyper-V), backup technologies, anti-virus, Microsoft Deployment Toolkit (MDT), Google G Suite. | AR |  |
| Experience with Windows 10, Windows Server 2012/2016/2019, desktop hardware (laptops and MacBooks), portable devices (iPads, Android), Chromebooks, multi-function printers. | AR |  |
| Experience of Microsoft operating systems and applications. | AR |  |
| Previous experience of Microsoft Windows Network. | AR |  |
| Previous experience of PC maintenance and repair. | AR |  |
| Previous experience in using MDMs. |  | AR |
| Previous experience of operating Local Area Networks. |  | AR |
| Experience in Google Apps for Education |  | AR |
| Experience of working in an education organisation. |  | R |
| **Skills and Abilities** |
| Ability to effectively communicate issues and resolutions to all levels of the organisation. | R |  |
| Ability to implement, administer, monitor and troubleshoot network infrastructure devices, including wireless access points, firewall, routers, switches, controllers, web filters. | AR |  |
| Ability to maintain confidentiality with sensitive and internal information. | R |  |
| Ability to work as part of a team and to establish good working relationships with all in the Academies and those relating to it. | R |  |
| Strong technical aptitude and ability to research & solve complex issues independently. | AR |  |
| Keep up to date with trends in hardware and software and to support the school. | AR |  |
| Ability to quickly learn new or unfamiliar technology and products using documentation and internet resources. | AR |  |
| Ability to work without supervision and prioritise work.  | AR |  |
| Commitment to own professional development and willingness to undertake further training.  | AR |  |
| **Knowledge** |
| Clear working knowledge of wireless access points, firewalls, routers, switches, controllers, web filters. | AR |  |
| Knowledge of Apple Mac operating systems and applications. | AR |  |