

Job Description & Person Specification

Job Title:	Senior ICT Technician
Service / Provision:	Central Services
Job Family:	Operations
Line Manager:	Technology & Digital Services Manager
Salary Band:	D Grade 1 - 5
Annex	Please ensure you refer to Annex 1 with this Job Description

To help raise attainment in Information and Communications Technology (ICT) across all sites and Educational Provisions (EPs), by ensuring hardware, services and software resources are operational, well maintained and by ensuring that employees, children and young people (CYP) are supported in using ICT to support learning.

The Senior ICT Technician is line managed by the Technology & Digital Services Manager and is responsible for line management of the ICT Technical team. This role is responsible for system wide technical support for all computing devices and networks. Under the supervision of the Senior Management Team (SMT) deputise in the absence of the Technology & Digital Services Manager when required.

Key accountabilities, duties and responsibilities

Technical Support

- Resolve problems associated with operating systems, wired and wireless networks, software, and hardware, including (but not limited to) servers, NAS, Laptops, printers, Interactive screens and phones (mobile and IP)
- Assist in managing trust wide tickets.
- Work closely with line management and stakeholders to implement and assist in managing projects for the ICT Team.
- Work to internal SLA's.
- Maintain a clean, professional working environment to ensure maintenance is kept together for servers and networks alike.
- Document processes and log tickets to ensure completion of objectives.
- Assist with assigning daily priorities for the team, ensuring that all Critical and Major issues are resolved within SLA timeframe.
- Be the main point of contact for many different levels of Employees, ensuring that expectations are kept from both parties.
- Management of the Trusts MDM system and Apple School Manager tenants
- Manage and maintain service partner relationships
- Make sure server and data backups are operational and resolve any issues
- Ensure virus protection is kept up to date and devices are free from viruses and malware.
- Monitoring of the network, users and services to ensure safeguarding, security of data, users and to prevent cyber-attacks.
- Ensure all server, NAS and end user operating systems are fully operational, patched and secure
- Maintain and manage the security and operation of all devices and networks, including firewalls, web filtering, switches and end users
- Maintain the ICT asset database, ICT contracts software and licence inventory
- Manage, maintain and develop SharePoint sites, Office 365 and G-Suite tenants including intranet

- Support ICT Technicians in deploying and packaging software within Intune.
- Undergo any training linked to the development of ICT and disseminate the training to others including the ICT Support Officers.
- Ensure the safe disposal of obsolete equipment, Data, used consumables and waste materials in line with recognised procedures and legal requirements
- Support the implementation of the MIS and E-Learning solutions as required
- Assist in the retrieval of data from Subject Access Requests (SAR)
- Support trust wide GDPR Policy and preventative breach activity and breach resolution.
- Research and stay up to date regarding new IT equipment and solutions for the benefit of the trust and its end-users.

Support the employees by:

- Line manage the ICT Technicians on a daily basis.
- Providing help and guidance on an individual or group basis.
- Creating and publishing guides on how to use functions of software or hardware.
- Ensuring that as far as possible, all users are not exposed to inappropriate materials on the internet.
- Working with Employees, to promote safe and effective use of ICT equipment and sites.

Support the EPs by:

- Being aware of and following all EP policies and procedures, and policies related to the use of ICT equipment and sites
- Undertaking any other duties which may reasonably be regarded as within the nature of the duties and responsibilities/grade of the post

Tasks/duties	Essential skills	Desirable skills
Qualifications & Training	<ul style="list-style-type: none"> • GCSE minimum grade A – C or equivalent 	<ul style="list-style-type: none"> • IITIL Qualifications. • Aruba Qualifications. • Meraki Qualifications.
Knowledge & Experience	<ul style="list-style-type: none"> • 5 Years working in IT Support. • 1 Year Minimum working in Senior role. • Experience with Filtering and Monitoring solutions. • Knowledge of General Data Protection Regulations (GDPR). • Microsoft Cloud experience in the following areas: <ul style="list-style-type: none"> ○ Intune <ul style="list-style-type: none"> ▪ MDM ▪ Device Management ▪ Device Policies (compliance and configuration) ▪ Auto Enrolment ○ Office <ul style="list-style-type: none"> ▪ Microsoft office suite 	<ul style="list-style-type: none"> • IT support experience in schools. • Have experience and understanding of practice and principles for Safeguarding Children and Young People (CYP) or vulnerable adults within an educational setting

	<ul style="list-style-type: none"> ▪ Microsoft office exchange admin centre. ▪ Microsoft office admin centre. • DNS Hosting. • Windows Server 2016 or 2019. <ul style="list-style-type: none"> ○ Active Directory ○ DNS ○ DHCP ○ SCCM • Networking: <ul style="list-style-type: none"> ○ VLANS ○ Meraki Wireless • Aruba Switch management • Meraki MDM Experience 	
Skills & Abilities	<ul style="list-style-type: none"> • Ability to develop and maintain strong, effective and professional working relationships. • Work in a collaborative manner for best outcomes for all stakeholders • Ability to manage multiple work streams with competing deadlines 	