JOB DESCRIPTION

Job Title: **Senior ICT Technician**

Salary: Grade 5 - £22,911 - £26,317

Hours of work: 37 hours per week, all year round

Base: Flexible central team offices and based in Trust schools

Line Manager: Operations Manager with operational direction from the ICT Strategic Lead

Purpose of the Role:

The Senior ICT Technician role within the Flying High Partnership is wide and varied, including IT systems management, monitoring, development and support across the partner schools.

The Senior Technician will be the first point of contact for all ICT matters including break fix, support, CPD, supporting curriculum, enabling staff to make the best use of IT and procurement. The Senior Technician should take pride in responding quickly and effectively to all support requirements and take pro-active approach to helping everyone get the best out of the school IT Systems. As well as day to day support the whole team is required to help develop the ICT provision in schools alongside any staff training requirements.

Main duties and responsibilities:
- To resolve ICT support incidents efficiently using the teams Helpdesk systems.
- Administration of all ICT networks, infrastructure, computer workstations, software and peripherals.
- Work with partner schools to monitor, plan and lead changes in the school's ICT resource for safe, effective use by pupils and staff in line with a standard network build.
- To lead in project development and implementation for your designated schools.
- Lead on the development and maintenance of the partner school's website.
- Support the school in developing a rolling ICT replacement and upgrade plan.
- To ensure all systems are compliant with GDPR, including its implications for data storage, retrieval, dissemination and removal.
- To undertake any other appropriate duties, as requested by the line manager, to assist with the efficient running of the school's support services.

Technical Support
- To ensure tickets on the helpdesk are resolved in a timely manner ensuring all stakeholders are happy with the resolutions.
- Draw conclusions from the resolved tickets to impact the direction of future training or hardware needs.

Asset, Stock and Equipment Management
- Tag and record all IT Assets before being issued.
- Undertake periodic checks of assets to ensure the system is being maintained effectively.

- Ensure that asset records are updated with maintenance operations such as PAT testing.
- Develop a rolling programme supported by the Head teacher and Business Manager of each allocated school.

Mentoring Junior Technicians

The Senior Technician should have a broad technical knowledge and understanding of the School's IT Systems and is responsible for developing the knowledge and skills of junior technicians.

- Create opportunities for the Junior Technician to shadow the Senior Technician when responding to incidents outside the Junior Technicians scope of knowledge.
- Manage these opportunities to pass on understanding and give exposure to the technical skills required to resolve incidents as well as the soft skills required to manage expectations.
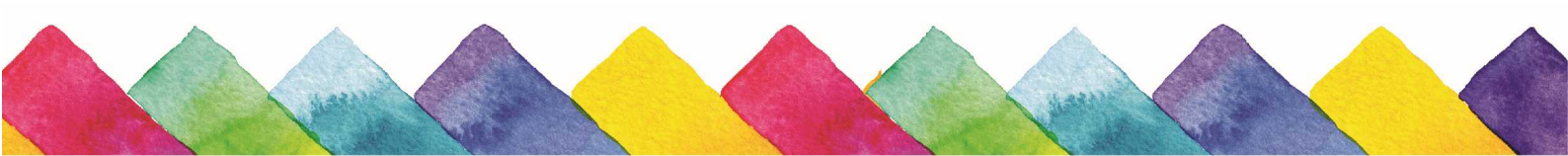
Training School Staff

The schools make use of many software packages and systems. From time to time it may be necessary to run training or induction sessions on these systems for new and/or existing staff.

- Help identify training needs.
- Work with the IT Support team to put together "How To" guides or training materials.
- Deliver small, focussed training sessions, to help address skills shortages.

Documentation

Documentation is one of the most important elements of the Senior Technician's role. Effective documentation of processes and systems will ensure there is knowledge available to share within the IT Support team, staff and students.

- Regularly document common tasks and processes effectively in order to support the development of other staff in the team.
- Work alongside the team on developing, maintaining and improving a standard documentation process.

Person specification – Senior ICT Technician		
Criteria	**Essential**	**Desirable**
Qualifications and Education		
GCSE English and Maths at Grade C or above (or equivalent)	x	
To have evidence of continued professional development	x	
Current driving licence and access to own transport	x	
Microsoft (or equivalent) technical qualification		x
Experience		
Experience of network and IT systems, including; - Microsoft Active Directory - Desktop OS Management - General Network Hardware - Active Directory, Group Policy, DNS, DHCP, WDS	x	
Experience of Hardware & Software maintenance including; - Installation and Configuration - Computer Imaging	x	
Skills and Abilities		
Excellent communication skills written and verbal to enable and promote effective relationships	x	
Able to work independently, flexibly and creatively	x	
A strong commitment to inclusion and overcoming barriers to learning and achievement.	x	
Ability to deliver excellent training when needed	x	