



JOB TITLE: Senior IT Support Technician

REPORTS TO: IT Operations Lead

SUPERVISES: IT Apprentice

JOB PURPOSE:

To work closely with all SWECET sites, managers, supervisors and assistants/apprentices to ensure day-to-day IT services are provided in a reliable, resilient and efficient manner.

KEY CORPORATE ACCOUNTABILITIES

- Commitment to the Trust's central team Vision and Values.
- To maintain awareness of and commitment to the Trust's Equality and Diversity in Employment Policy in relation to both employment and service delivery and to observe the standard of conduct which prevents discrimination taking place.
- To comply with all Trust policies including Code of Conduct, Safeguarding Policy and E-Safety Policy.
- To fully comply with the Health and Safety at Work Act 1974 etc, the Trust's Health and Safety Policy and all locally agreed safe methods of work.
- At the discretion of the IT manager, such other activities as may from time to time be agreed consistent with the nature of the job described above.
- To work with colleagues to achieve service plan objectives and targets.
- To participate in the Performance Management Procedure and contribute to the identification of own team development needs.

PRINCIPAL ACCOUNTABILITIES

- Work within a central IT team to provide a professional IT support service for all the schools within the trust (primarily based at the Marshalls Park site)
- Provide day to day supervision of the IT apprentice
- Work within a central service desk environment to manage and track incidents and escalate where necessary
- Provide technical support and administration services for both Microsoft 365 and the Google Workspace platforms
- Work alongside the IT Operations and IT Strategic Lead to deliver the central IT strategy across the trust.
- To undertake training and skills development, including IT certifications, as required by the TRUST
- Research and recommend technical improvements to enhance existing IT services
- Assist with the planning, development and roll out of IT projects to all schools
- Work with third party providers to ensure all IT services are fully operational across the trust.
- Assist with producing usage analysis and statistics for termly reporting
- Assist with the onboarding of schools, staff and pupils to multiple platforms
- Take initial lead on escalated incidents/problems
- Produce and distribute end user guides where required
- Support and maintain all IT equipment across the trust
- Ensure all IT equipment is correctly labelled and inventoried
- Manage requests for IT equipment and resources to support learning.

- Safe collection and storage of IT equipment and materials.
- Maintain trust IT hardware and undertake repairs where possible
- Liaise with third party support providers to ensure hardware is either repaired or replaced in an efficient manner
- Document Management – maintain and update internal IT technical documentation
- Attend staff and departmental training/meetings as required
- To ensure all IT requests/faults are managed and resolved in a timely manner.
- To ensure all network security breaches are investigated, documented and logged.
- To administer and maintain IT bespoke systems including access control and cctv

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

I confirm that I have read and understood, and that I accept, the above job description:

Signature : Date: Name in full

| General heading | Detail | Examples |
|--|---|--|
| Qualifications & Experience | Specific qualifications & experience | Successful experience working in IT in learning/educational environment NVQ Level 4 or equivalent in ICT specialist area |
| | Knowledge of relevant policies and procedures | Good knowledge of school procedures Working knowledge of relevant ICT systems |
| | Literacy | At least English GSCE (A-C) level or equivalent |
| | Numeracy | At least Maths GSCE (A-C) level or equivalent |
| | Technology | Excellent working knowledge of equipment and ICT packages relevant to specialist area |
| Communication | Written | Ability to write detailed reports, letters etc |
| | Verbal | Proven ability to use clear language to communicate complex information unambiguously Proven ability to listen effectively |
| | Languages | Overcome communication barriers with children and adults Knowledge of specialist terminology etc. |
| | Negotiating | Ability to negotiate effectively with adults and children |
| Working with children | | |
| | SEN | Understanding and awareness to support the differences in children and adults in relation to the role |
| | Curriculum | Understanding of the school curriculum in support of the role and advise and support others relevant to specific area |
| | Child Development | Understanding of how the role contributes to child development and be pro-active in putting forward ideas for improvements |
| | Health & Well being | Understand and support the importance of physical and emotional wellbeing |
| Working with others | Working with partners | Ability to make a proactive contribution to the work of the team supporting children |
| | Relationships | Ability to establish rapport and respectful and trusting relationships with children and other adults |
| | Team work | Ability to work effectively with a range of adults Ability to make a distinctive contribution to the work of the work a team |
| | Information | Ability to provide timely and accurate information |
| Responsibilities | Organisational skills | Excellent organisational skills Ability to remain calm under pressure |
| | Line Management | N/A |
| | Time Management | Ability to plan and manage own time effectively |
| | Creativity | Demonstrate a highly creative approach to supporting children and staff and an ability to resolve complex problems independently |
| General | Equalities | Awareness of and promotion of equality |

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| | Health & Safety | Excellent understanding of Health & Safety legislation and procedures relating to specialist area Ability to advise others |
| | Child Protection | Good understanding of and commitment to child protection procedures |
| | Confidentiality/Data Protection | Understand procedures and legislation relating to confidentiality |
| | CPD | Demonstrate a clear commitment to develop and learn in the role Ability to effectively evaluate own performance |