

Job title:	Senior IT Technician
Grade:	Grade 8 (Scale point 12 to 20)
Reports to:	Deputy IT Support Manager

Main job purpose

- To provide ICT support to schools across Initio Learning Trust as directed by the Deputy IT Support Manager
- To be the relationship lead for a number of designated schools within the Trust
- The supervise team members' day to day work as directed by the Deputy IT Support Manager

Main responsibilities and duties

- To receive, and action, jobs on the IT Helpdesk System as allocated, ensuring customers are kept regularly updated.
- To assist in the implementation of the Trust ICT strategy.
- To support staff in the use of ICT (including Google Workspace and Microsoft applications) and provide ad-hoc 1-1 basic training such as walk through/simple guides as required.
- Respond to and solve problems relating to software/hardware including internet access.
- To establish and maintain user accounts for all staff and pupils on the network, grant appropriate permissions, access and security levels according to Trust policy.
- To undertake first line maintenance to ensure effective operation of ICT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- To support use of audio visual equipment (projectors, interactive displays screens etc) within classrooms.
- To arrange servicing of equipment
- To install new ICT equipment as directed (including liaison with suppliers), dispose of obsolete ICT equipment in accordance with financial regulations.
- To ensure all equipment is security marked and that it is recorded on the schools asset management system.
- To undertake ICT based staff development (training) as required.
- To arrange installations of new network infrastructure or IT equipment by nominated and approved contractors if not possible to be done in house

Supervision and management

- The postholder may be asked to supervise the IT team, assisting in prioritising workload and managing problems.
- The postholder must be able to independently manage their own workload.

Decision making

- To prioritise IT support requirements, in liaison with the Deputy IT Support Manager and the IT Support Manager to ensure excellence in service delivery

Key contacts and relationships

- Head Teachers and other school staff
- IT Support Manager/ Deputy IT Support Manager
- IT Team
- Central Resources Team
- Managed Service Provider

Resources / Working environment

- Extensive use of a range of software and technical equipment
- This is a mobile and active role which involves frequent lifting, carrying and bending. Appropriate equipment and PPE will be provided where necessary.
- This is a central office based with regular visits to schools
- Own transport is required for this role
- Flexible working, including occasional evenings and weekends, is a required part of this role

Progression in Post (if applicable)

We encourage personal development and will support this as appropriate and applicable to the role. Progression in post may be available if appropriate vacancies exist within our growing trust.

General and School Responsibilities

- Be familiar with Safeguarding requirements in protecting the welfare of children, and young people. The Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
- Contribute to and support the Trust's Values, Ethos and Vision
- Participate in training and other learning activities as required
- Participate in Performance Management and development as required by the Trust's policies and procedures
- Participate actively and flexibly in a range of school activities
- Be aware that all employees have a general duty in law to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
- Understand and be committed to the Health and Safety Policy and the safety priorities and be aware of their contribution to such priorities
- Be aware of and comply with the health and safety legislation and other requirements that are relevant to the post

- Demonstrate commitment and enthusiasm to promote the principle of equality and diversity in employment and service delivery
- Be familiar with and promote the Equality and Diversity Policy

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post-holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being proposed. This review will be carried out in consultation with the post-holder before any changes are implemented.

Job description prepared by:	Trust Resources Team
Date:	December 2024

Requirements	Essential	Desirable	Evidence
Qualifications	<ul style="list-style-type: none"> 5 GCSEs including English and Maths (minimum level 4 or equivalent experience/ vocational qualification) 	<ul style="list-style-type: none"> Relevant IT specific qualification 	Application Form
Knowledge & Experience	<ul style="list-style-type: none"> At least 3 years previous experience of working in an IT support environment Experience of following procedures and processes 	In depth knowledge of <ul style="list-style-type: none"> Google workspace for education Microsoft Active Directory IT Service desk 	Application Form Interview References
Skills	<ul style="list-style-type: none"> Strong IT Skills Clean Driving licence Evidence of excellent organisational and prioritisation skills Ability to independently manage own workload Evidence of strong communication and interpersonal skills Fluency in English for all student and public-facing roles 		Application Form Interview (including testing element) Fluency in English evidenced by: <ul style="list-style-type: none"> competently answering interview questions in English; possessing a relevant qualification for the role attained as part of education in the UK or fully taught in English by a recognised institution abroad passing an English language competency test or possessing a relevant spoken English qualification at CEFR Level B1 or above, taught in English by a recognised institution abroad
Personal Qualities	<ul style="list-style-type: none"> Tenacity Quick Learner Flexible and adaptable Ability to stay focussed and on task 		Interview References
Relationships	<ul style="list-style-type: none"> Have positive and mutually supportive relationships with all colleagues Be able to work with senior leaders in a supportive and effective manner Ability to promote the school across the wider community 		References Interview

Requirements	Essential	Desirable	Evidence
Safeguarding	<ul style="list-style-type: none"> • Good knowledge of relevant Safeguarding procedures • Commitment to adhere to the Trust's Safeguarding & Child Protection Policy. 	<ul style="list-style-type: none"> • Good awareness of potential Safeguarding issues 	Application Form Interview