

JOB DESCRIPTION

Job title: Senior IT Technician
Pay Grade: Grade 8
Reports to: Head of IT Services

The key roles for Senior IT Technician are:

1. Provide operational support for the Trust's ICT systems to deliver an efficient and effective service to pupils, staff and parents
2. Implement an effective IT governance framework
3. High Performing Team player

Main Purpose of Role

Under the direction of the Head of IT Services deliver an outstanding ICT provision across the trust, to ensure service excellence that supports all IT users to achieve outstanding learning and progress.

To work collaboratively within the IT Services Team to support and enhance the IT network and develop effective solutions, using appropriate software and hardware.

1. Provide operational support for the Trust's ICT systems to deliver an efficient and effective service to pupils, staff and parents

Key Tasks:

- Act as the initial escalation point for incidents from within the IT Team
- With the support of the IT Systems Manager, take the lead on specific IT projects or aspects of larger trust wide projects
- Ensure that all user accounts (staff, student and parents) are managed and are allocated with appropriate access rights
- Lead on the delivery of routine maintenance tasks across the trust
- Ensure efficient strategies are in place to prevent loss of data through illegal access and damage by viruses
- Ensure data is archived and protected from accidental loss
- Report to the Head of IT Services or IT Systems Manager and respond appropriately and effectively on finding breaches of security and evidence of new risks to which systems are exposed
- Provide technical support for partner primary schools where contracted to do so
- Provide IT users with advice and guidance on school related ICT matters
- Support the efficient and effective development of school communications systems
- Design, co-ordinate and deliver ICT training and induction to users
- Provide high-quality ICT support within Trust schools in line with policies and procedures set out by Sherborne Areas Schools' Trust
- Liaison with external agencies and suppliers
- Undertake new hardware or software installation as directed by SAST
- Provide technical support for software tools and liaise with relevant third parties to ensure systems are fully functional, up to date and optimised
- Develop and maintain accurate documentation of systems, processes and common tasks
- Create and maintain self-help resources for the IT FAQ Centre to assist staff and students across the trust

2. Implement an effective IT governance framework

Key tasks:

- Monitor backup and replication jobs
- Test the Trust's Disaster Recovery plan under direction of Head of IT Services and IT Systems Manager

- Ensure compliance with GDPR legislation and the Trust’s Information Security Policy and Procedures.
- Report breaches or gaps in compliance to Head of IT Services and IT Systems Manager within agreed escalation parameters.
- Maintain and test internet filtering
- Monitor and deploy Microsoft windows updates for all servers and clients in a timely manor
- Monitor and deploy anti-virus software and anti-virus definitions, and respond accordingly to any outbreak
- Monitor system performance and network outages and plan accordingly
- Action SAST Cyber Security Action Plan
- Maintain both hardware and software inventory

3. High Performing Team Player

Key tasks:

- Work flexibly to provide out of hours network support, technical support for after school events or implementation projects as required to ensure service delivery is maintained
- Continuously improve own and team’s performance through CPD, training, self- assessment and feedback, working collaboratively with each other and contributing good ideas and solutions.
- Role-model and empower the IT team and IT users to be creative and innovative in their approach to their area of expertise and learning.
- To support the Sherborne Area Schools’ Trust in the successful achievement of its vision, values, strategic aims and business plan while working collaboratively with SAST stakeholders.
- To support the effective collaborative culture for working with schools within and beyond SAST to enable good practices to be shared, whilst enabling each school to maintain its distinctive character, educational beliefs and ethos
- To comply with the requirements of Health and Safety legislation, policies and procedures
- To adhere to the Trust’s safeguarding procedures and share the commitment to promoting the welfare of children and young people within SAST.

This is not a comprehensive list of all tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. The duties of this post could also vary from time to time as a result of new legislation, changes in technology or policy changes.

Employee Name:	
Employee Signature:	
Date:	