**JOB DESCRIPTION**

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| **Job Title:** | Senior IT Technician / IT Technician  | **Department:** | IT |
| **Hours of Work:** | **Term Time - Mon to Fri** 08:00 to 16:30 or 08:30 to 17:00 (on weekly rota)**School Holidays** - **Mon to Fri** 08:30 to 17:00The IT team will be required to provide on-site support to key events and on-call services from time to time which means some out of hours working will be required. |
| **Responsible To:** | IT Operations Manager | **Responsible For:** | N/A |

**Summary of Role:**

The Senior IT Technician / IT Technician is a key member of the school IT team providing second and third line support for all technology provided across Woldingham School. The role is varied and offers lots of opportunity to strengthen knowledge and gain experience in an exciting educational environment working with a skilled professional team.

**Specific Responsibilities:**

This list is a good representation of the day to day tasks that need to be undertaken by the Senior IT Technician but is not exhaustive. Other responsibilities may be added by the IT Operations Manager to support our strategic plans.

* To ensure the delivery of IT services to defined Service Levels.
* To respond to users and effectively resolve IT support issues over the phone, via email or face to face.
* To ensure excellent communication is maintained with the users, the team and senior staff as required throughout any support or project work.
* To provide second line support and resolution for general technical issues and third line support in areas of expertise.
* To assist the IT Technician in providing 1st line technical support to all staff and students both inside and outside of the classroom.
* To ensure that IT systems are adequately backed up and disaster recovery procedures are in place.
* To operate, install, update and work with equipment such as smartboards, external storage devices, computer diagnostic tools, printers etc.
* To work in compliance with Woldingham School policies and applicable UK Data Protection Law to process and maintain confidential information.
* To support the design, installation and configuration of software, cloud services and hardware across the Woldingham School community.
* To perform tests to evaluate new services/applications/technology prior to implementation.
* To perform routine maintenance of all systems and services to ensure efficient operations.
* To perform diagnostic tests to identify and resolve faults advising on replacement as required.
* To carry out hardware repairs of IT devices including mobile devices.
* To upgrade existing IT infrastructure as per lifecycle management plans.
* To provide one to one or group training for users on all systems as required.
* To accurately record, update and document requests using the Service Desk system.
* To accurately maintain other documentation and inventory entries to reflect changes made.
* To support major IT issues or upgrades which are not possible to perform during normal working hours.
* To act as a technical advocate within Woldingham School; promoting thoughts and ideas that contribute towards improvements to the school’s technology provision.
* To be part of any out of hours rotas as required to support events or school life.

**PERSON SPECIFICATION**

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| **Essential** | **Desirable** |
| **Operational Excellence** |  |
| * Microsoft Office 365 administration including OneNote, OneDrive and SharePoint.
* Office 365 in the classroom (Microsoft Teams/Classroom).
* Microsoft deployment tools (i.e. SCCM, Intune and Autopilot).
* Server Virtualisation (i.e. VMWare).
* Data Security (i.e. Backup systems such as Veeam)
* Microsoft Active Directory (Azure and on-prem), Group Policies, AD Federation Services.
* Microsoft Messaging & Collaboration (i.e. MS Exchange, MS Teams).
* MS Windows server and desktop operating systems.
* Demonstrable exceptional customer service/people skills.
* Fluent and accurate written and spoken English.
* Maintain high level of educational awareness by keeping up to date with school development plans, school policies, technical developments and trends in other schools.
 | * Working in a school environment and school MIS systems (i.e. ISAMS).
* Remote delivery of resources (i.e. education provided over MS Teams).
* Mitel IP Telephony.
* Hands-on experience with network cabling (i.e. installation, diagnostics and repairs).
* Cisco Meraki Network Management tools and configuration.
* Enterprise WiFi networking and BYOD support.
* Managed Secure Release Network Printing.
* Apple and other Mobile Device Management Tools (e.g. JAMF)
* Apple operating systems, integration of Apple with Windows networks and Apple hardware.
* Experience of supporting the Adobe Creative Suite.
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| **Personal Behaviours** |  |
| * Driven and highly motivated team member, constantly striving for a high service culture.
* Possess excellent communication skills both written and verbal with a focus on quality in all formats.
* Able to communicate effectively with the whole school community from students to senior staff.
* Be able to work to deadlines and under pressure.
* Ability to manage workload, whilst ensuring high levels of quality and maintaining attention to detail.
 | * Experience of managing supplier and other third party contracts and agreements.
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| **Ethos and Whole School Values** |  |
| * Committed to operating as part of the School community.
* Committed to the Sacred Heart Values.
* Commitment to Woldingham as a school with high academic standing providing a holistic education and outstanding pastoral care.
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| **Safeguarding and Pastoral** |  |
| * Committed to safeguarding and promoting the welfare of children and young people.
* A satisfactory Enhanced Disclosure from the DBS.
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