JOB DESCRIPTION

Job Title:	Senior 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 17:00 The 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 Manager	Responsible For:	Members of the IT Team

Summary of Role:

The Senior IT Technician works closely with the IT Manager to ensure that all digital and technology services required on a day to day basis across all aspects of school are available and support is provided to the whole school community in the appropriate use of technology. The Senior IT Technician must ensure that all systems, services and the support given by the IT Team adheres to all relevant policies, guidance and legislation regarding safeguarding, data protection and security to ensure the school community and its data are kept safe at all times.

Specific Responsibilities:

This list is representative 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 Manager or Director of IT & Data Compliance to support our strategic plans.

- To ensure all members of the Woldingham community have access to appropriate technology to support their roles and, should issues arise, provide prompt high quality support remotely or face to face until resolved, updating the school ticketing system and any other relevant documentation as required at every stage.
- To ensure wherever possible that issues are resolved, or changes made, with the minimum impact on the services provided, undertaking out of hours work if required.
- To assist with defining changes or new solutions that will ensure the technology provided remains at the leading edge of education technology.
- To ensure excellent communication, including maintaining high quality documentation, with the users, the IT team and senior staff as required throughout any support or project work.
- To provide technical guidance in your area of expertise as required to enable effective strategic planning across the school.
- To constantly be ensuring that all changes or new installations are made with careful consideration of data and user security alongside ensuring compliance with all applicable legal requirements, regulatory guidance, and school policy.
- To assist with managing the day-to-day work flows for the team, prioritise tasks from all communication channels and ensure documentation and communication for all tasks is of a high standard, partaking in regular team meetings to allow discussion and review of day to day tasks, project work and outstanding issues.
- To execute regular testing to ensure that data backups, access rights, safeguarding systems and all other key services are functioning as expected as defined by the IT Manager.
- To maintain data and services, both hosted on the internet [Cloud] and hosted within school, according to the latest best practice and recommendations from trusted sources such as the National Cyber Security Centre, to include backups and contingency planning for all data and services.
- To remain aware of the latest threats and trends from the industry regarding all matters of network and data security.
- To perform routine monitoring of all services to pre-empt failures and maintain a high-quality service.
- To assist with periodic testing and review of the security and configuration of all data and services.

- To assist with troubleshooting and, if appropriate/cost effective, repair of hardware both school and student owned, using third parties as required.
- Deputise for and assist the IT Manager as required.
- To provide one to one or group training for users on all systems as required.

PERSON SPECIFICATION

Essential	Desirable
Operational Excellence	
- Demonstrable exceptional customer service/people skills. - Experience providing quality 2nd/3rd line IT support at all levels. - Experience working with Cloud-managed network infrastructure (i.e. Firewalls, Switches, WiFi, BTnet). - Microsoft 365 service administration. - Microsoft Active Directory / Azure / Entra ID. - Microsoft 365 use in the classroom (i.e. Microsoft Teams/SharePoint). - Microsoft deployment tools (i.e. SCCM, Intune and Autopilot). - Server Virtualisation technologies (i.e. servers, storage). - MS Windows server and desktop operating systems. - Key network services (i.e. DHCP, DNS, wireless, VPN). - Data and Cyber Security. - Fluent and accurate written and spoken English. - Demonstrable ability to create and maintain high quality documentation for technical team and end users. - 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 with school MIS systems (i.e. ISAMS). - Cisco Meraki Network Management tools and configuration. - Hands-on experience with network cabling and fibre (i.e. installation, diagnostics and repairs). - Cloud based IP Telephony (e.g. BT Cloud Voice). - Prioritisation of workload in an IT team. - Managed Secure Release Network Printing. - Apple and other Mobile Device Management Tools (e.g. JAMF). - Apple hardware, operating systems, integration of Apple with Windows networks. - Experience of supporting the Adobe Creative Suite.
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. - Takes ownership of escalated issues and fully sees through to completion. - Ability to work independently and as part of a team. - Willing and able to share technical or procedural information with all other team members. - Practical by nature and prepared to take a hands-on approach to 'get the job done'.	- Experience of managing supplier and other third-party contracts and agreements. - Bond with the existing team and want to help each other out. - Enjoy what we do! - Genuinely keen to make a difference to our school.

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.	
Safeguarding and Pastoral	
- Committed to safeguarding and promoting the welfare of children and young people. - A satisfactory Enhanced Disclosure from the DBS.	