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**JOB DESCRIPTION**

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| **School:** | **Smithdon High School, part of West Norfolk Academies Trust** |
| **Job Title:** | **Senior ICT Technician** |
| **Grade:** | **Scale F, Point 12 – 17, £11.50 - £12.69/hour****(£22,183 - £24,491/year FTE, based on a 37 hour week** |
| **Hours/weeks:** | **37 hours/week, 52 weeks/year**  |
| **Responsible to:** | **Trust IT Manager**  |
| **Working With:** | **Trust IT Manager****Technical Lead**  |

**The Role**

Reporting to the Trust IT Manager, your main responsibilities will be to look after all ICT Hardware and Software and systems across the school.

You will need a good working knowledge of Pc’s, Laptops, Networking hardware and software as well as working knowledge of maintaining Microsoft Windows Network and Apple devices.

The successful candidate will be able to demonstrate their background as an IT Technician with a “can do” attitude and great organisational skills. Excellent communication and interpersonal skills are crucial as you will be liaising with staff and students daily.

Supported by a central ICT team you will have the support you need to carry out your responsibilities effectively and project work during school holidays. Previous experience working in a school environment would be advantageous but is not essential.

**Responsibilities**

* Provide support to the workforce across the trust ensuring that ICT hardware and software is fit for purpose and in working order
* Provide advice, support, training and guidance to users
* Assist with configuration, support, servicing and repairs of ICT equipment in line with the Trust ICT Roadmap.
* Administer arrangements for securing data, ensuring back-up procedures, disaster recovery plans and other systems are working effectively
* Provide support for academy IT systems such as VLE, website, internet, MS Office, school MIS system etc.
* Monitor, respond and resolve tickets logged on the help desk, escalating complex issues as appropriate, as well as proactively identifying and resolving issues
* Provide support during lessons in the use of ICT equipment
* Document all faults and resolutions, accurately and systematically
* Advice on choice of software, learning resources and future developments of the ICT infrastructure
* Take a lead role in mentoring junior members of the ICT team
* Liaise with third party hardware / software suppliers / providers
* Configure, test, deploy and troubleshoot a varied range of software applications
* Lead or assist on ICT projects
* Maintain software and hardware asset audits

**Job context and flexibility**

The duties and responsibilities listed in this job description provide a summary of the main aspects of the role. This is not an exhaustive list and the post holder may be required to carry out other tasks, as deemed appropriate to the grade and nature of the post.

This job description is current at the date indicated below but, in consultation with the post holder, it may be changed by the Headteacher to reflect or anticipate changes in the post commensurate with the grade or job title.

Due to the routine of the school, the workload may not be evenly spread throughout the year. Flexibility of hours, and a flexible attitude and willingness to assist others in the team, when required is necessary.

The post holder will have a shared responsibility for the safeguarding of all children and young people. The post holder has an implicit duty to promote the welfare of all children and young people.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment. All staff will be subject to an enhanced DBS (Disclosure and Barring Service) check.

**PERSON SPECIFICATION**

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| **Qualifications** | **Essential** | **Desirable** | **How assessed** |
| English GCSE C Grade or above | ✓ |  | Appl/Ref |
| Maths GCSE C Grade or above | ✓ |  |
| IT Qualification | ✓ |  |

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| **Experience** | **Essential** | **Desirable** | **How assessed** |
| Proven experience of working in an IT support role, involving troubleshooting and resolving hardware and software issues with the ability to configure and maintain equipment | ✓ |  | Appl/Int/Ref |

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| **Skills, Attributes and Knowledge** | **Essential** | **Desirable** | **How assessed** |
| Ability to work to a high degree of accuracy and pay attention to detail | ✓ |  | Appl/Int/Ref |
| Ability to work effectively under pressure | ✓ |  |
| Ability to plan and manage time effectively, prioritising tasks and keep to deadlines in a very busy environment | ✓ |  |
| Excellent ability to communicate clearly and concisely both orally and in writing | ✓ |  |
| Understanding of ICT needs within the classroom and systems used in a school environment |  | ✓ |
| Knowledge of ITIL process and procedures advantageous |  | ✓ |
| Full Driving Licence and willingness to travel to other Trust Sites when required | ✓ |  |
| Commitment to continued personal development | ✓ |  |
| Assimilate information quickly and prepare succinct summaries | ✓ |  |
| Ability to communicate to staff on all levels, both written and orally. | ✓ |  |
| Demonstrate a commitment to equal opportunities | ✓ |  |
| A willingness to relate to the local community  | ✓ |  |
| Setting high standards to staff and students by personal example | ✓ |  |

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| **Personal qualities** | **Essential** | **Desirable** | **How assessed** |
| Positive attitude to work | ✓ |  | Appl/Int/Ref |
| Decisive, determined and self-confident | ✓ |  |
| Integrity, trustworthy, honest and open | ✓ |  |
| Accessible and approachable | ✓ |  |
| Excellent attendance and punctuality | ✓ |  |
| Excellent interpersonal skills | ✓ |  |

Appl = Application form Int = Interview Ref = Reference