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**JOB DESCRIPTION**

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| **School/College:** | **West Norfolk Academies Trust****Trust Wide** |
| **Job Title:** | Senior ICT Technician |
| **Grade:** | Scale F-G, Points 22-28 depending on experience.£21,074 - £25,463 per annum based on a 37 hour week. |
| **Hours/weeks:** | 37 hrs per week, 52 weeks per year |
| **Responsible to:** | Trust Network Systems Manager |
| **Working With:** | Trust Operations DirectorTrust Network Technicians |

**Purpose of the Job**

To provide an efficient and effective ICT service in schools across the Trust, supporting both hardware and software which will facilitate the ICT work of staff and pupils.

To provide 1st, 2nd and 3rd line cover for the ICT team, the candidate will be expected to travel between sites.

**Responsibilities**

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| General | * At all times it is important that the Senior IT Engineer works within the boundaries of the Data Protection Act, Computer Misuse Act, Copyright Laws, Health & Safety, school’s ICT and Internet Policy and Network Department Policy.
* To advise the Network/Systems Manager of any problems that may affect the efficient running of the department both short and long term.
* To ensure the continued reliability and performance of the network infrastructure and software applications.
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| Hardware | * Administer and carry out a routine maintenance programme.
* Carry out fault-finding, repairs and hardware upgrades on Printers, PC, Laptop and Server based hardware.
* Managing networking switches, routers and WIFI AP’s, fibre and cat6 cabling.
* Ensure Network, Internet and Data security and safeguarding commitments are met.
* Maintaining the enterprise WIFI System
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| Software | * Application deployment and upgrades.
* Build, test and deploy Images for workstations
* Backup technologies.
* Maintain the web filtering system safeguarding students.
* Maintain peripheral systems. E.g. Cashless Catering and Digital signage.
* Provide support for the Management Information System, SIMS
* Experience of supporting Windows 7, 10 and Microsoft Office 2016 as well as general PC applications
* Windows Server 2008 onwards, IP Services and Hyper-V
* E-Mail system Exchange/Outlook and G-Suite(Google Mail).
* Use of remote control software Impero for ICT user management.
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| Support | * Provide 1st,2nd and 3rd line support for staff and students
* Communicate with both hardware and software vendors regarding problems or support issues.
* Communicate with Internet Service Provider regarding internet issues.
* Organise warranty returns.
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| Administration | * Complete manual orders if required.
* Investigate new technologies and keep up to date with developments and best practises.
* Ensure ICT system documentation is maintained.
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| Management | * Identify and execute projects to ensure the ICT system are maintained and improved.
* Liaise with site senior leaders to assist with school requirements.
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**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** |
| Full current driving licence |  |  | Appl/Ref |
| English GCSE C Grade or above, or equivalent (Level 2) |  ✓ |  |
| Maths GCSE C Grade or above, or equivalent (Level 2) |  ✓ |  |
| IT Qualification |  ✓ |  |

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| **Experience** | **Essential** | **Desirable** | **How assessed** |
| Extensive experience of working in IT support |  | ✓ | Appl/Int/Ref |

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| **Skills, Attributes and Knowledge** | **Essential** | **Desirable** | **How assessed** |
| Skills and knowledge to Manage a team of people |  | ✓ | Appl/Int/Ref |
| Setting high standards to staff and students by personal example |  |  |
| Ability to work effectively under pressure |  |  |
| Ability to prioritise and meet deadlines |  |  |
| 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  |  |  |
| Good presentational skills and the ability to communicate effectively to a range of audiences both verbally and in writing |  |  |
| Good ICT skills | ✓ |  |

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| **Personal qualities** | **Essential** | **Desirable** | **How assessed** |
| Ambition for self and others |  |  | Appl/Int/Ref |
| Genuine concern for others  |  |  |
| 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