**JOB DESCRIPTION**

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| **School:** | **Based at Springwood High School West Norfolk Academies Trust** **(will be required to provide cover across all Trust sites)** |
| **Job Title:** | **3rd Line IT Technical Lead** |
| **Grade:** | **Scale G, point 18 - 22, £12.95 - £14.02/hour** **£24,982 - £27,041/year, based on a 37-hour week** |
| **Hours/weeks:** | **37 hours/week, 52 weeks/year**  |
| **Responsible to:** | **Trust ICT Manager**  |
| **Working With:** | **Trust ICT Manager****Head Teacher(s)****School Staff****2nd Line IT Technicians** |

**Purpose of the Job**

Reporting to the Trust ICT Manager, you will operate within the ICT Technical Services Department, providing support to 2nd Line teams.

Additionally, you will be responsible for the end-to-end management and subsequent deployment of Trust wide systems along the ICT roadmap, in line with the Trust's Vision for ICT. You will also be responsible for preparing support documentation for use by 1st and 2nd line Team members as a part of the growing ICT Knowledge base.

You will possess an in-depth, all-round working knowledge of configuring and maintaining ICT hardware and software including Windows server, Networking hardware including Routers and Switches, Windows operating systems and software.

You will have a demonstrable background as a 2nd Line IT Technician and will be required to possess a high-level of professional resilience as well as great organisational skills.

Excellent communication and interpersonal skills are crucial as you will be liaising with staff and students daily.

Working with the central ICT team you will have the support you need to carry out your responsibilities effectively. Previous experience of working in a school environment would be advantageous but is not essential.

**Responsibilities**

**General**

* At all times it is important that the 3rd Line IT Technical Lead 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 Trust ICT Manager of any problems that may affect the efficient running of the department both short and long term
* Assist and lead projects
* Provide holiday cover for all other team members as required
* To ensure the continued reliability and performance of the network infrastructure and software applications
* Provide advice, support, training and guidance to both end users and peers
* Maintain and jointly develop security standards across the estate

**Hardware**

* Administer and carry out a routine maintenance programme
* Carry out fault-finding, repairs and hardware upgrades on Printers, PC, Laptops and teacher tools such as visualizers and interactive boards
* Managing networking switches, routers and WIFI AP's, fibre and Cat6 cabling
* Ensure Network, Internet and Data security and safeguarding commitments are met

**Software**

* Application deployment and upgrades
* Managed desktop development and Deployment via MS WDS Backup technologies
* Maintain the web filtering system safeguarding students
* Provide support for the Management Information System
* Experience of supporting Windows 7, 10 and Microsoft Office 2016 as well as general PC applications
* Proficient in Windows Server including Active Directory, DNS, DHCP, WDS, WSUS, Hyper-V and SQL Server
* G-Suite Administration including extensive use of Google Classroom

**Support**

* Assist with 1st and 2nd line support when needed
* Communicate with both hardware and software vendors regarding problems or support issues
* Communicate with Internet Service Provider regarding internet issues
* Organise warranty returns
* Maintain the service desk call stack

**Administration**

* Complete manual orders if required
* General Windows Active Directory and G-Suite administration
* Ensure ICT system documentation is maintained
* Carry out system daily checks
* Maintain software and hardware asset audits

**Management**

* Identify and execute projects to ensure the ICT system are maintained and improved
* Liaise with site senior technicians to assist with school requirements. Provide reporting on key system metrics
* Take a lead role in mentoring junior members of the ICT team

**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** |
| Demonstrable 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 |
| Extensive and proven experience of working in 2nd line support  | ✓ |  |

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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 | ✓ |  |
| A team player with a ‘can do’ attitude | ✓ |  |
| Excellent ability to communicate clearly and concisely both orally and in writing | ✓ |  |
| 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 | ✓ |  |
| Demonstrate a commitment to equal opportunities | ✓ |  |
| Setting high standards to staff and students by personal example | ✓ |  |
| Understanding of ICT needs within the classroom and systems used in a school environment |  | ✓ |
| Knowledge of ITIL process and procedures advantageous |  | ✓ |
| Skills and knowledge to Manage a team of people |  | ✓ |

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| **Personal qualities** | **Essential** | **Desirable** | **How assessed** |
| Ambition for self and others | ✓ |  | Appl/Int/Ref |
| Positive attitude to work | ✓ |  |
| 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

**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.