IT Technician

Key purpose of the role

To support the Head of Network Services and Lead IT Technicians in the development, maintenance and management of the Trust's IT network infrastructure and associated systems and equipment across the range of Trust academies and central services, ensuring they are fully operational, providing appropriate access to students, staff and visitors, in a controlled and secure way.

The IT Technician will contribute to the achievement of the Trust's strategic objectives by undertaking the following specific responsibilities. What follows is not intended to be an exhaustive or definitive list; other duties may be required as necessary. Together with the Head of Network Services, the IT Technician will:

Service Delivery

1. Help manage the Trust's IT infrastructure to ensure that all wired and wireless networks across the Trust are consistently fit for purpose and meet the current and future needs of students, staff and visitors.

2. Respond to existing and new IT issues and queries in a timely manner and in accordance with Service Desk procedures ensuring the individual or department which raised the issue is kept fully informed.

3. Provide on-going technical support to the academy exam process as required to help promote pro-active planning and communication to secure the smooth running of IT related exams with minimal disruption.

4. Support the use of personal devices and the Trust's ICLT Strategy by ensuring that approved student and classroom devices are operational and fully connected to Wi-Fi frameworks and network configurations during the normal teaching and learning day.

5. Ensure that IT equipment and facilities for the whole Trust meet functional needs, are well maintained, meet all statutory and local security and compliance requirements and are appropriately tracked.

6. Support arrangements in place to enable the full functionality and availability of classroom and shared teaching space AV equipment, including repairing, maintaining, setting up and supervising AV equipment. Where requested, support the academy partners with additional AV or IT support in terms of staff meetings, student related events or promotional and marketing activities.

7. Assist the Head of Network Services and Lead Technicians with the development and execution of Business Continuity/Disaster Recovery (BC/DR) plans as required.

8. Promote and adhere to the Trust wide customer response/support/helpdesk framework to capture, prioritise, allocate and address all IT requests.

9. Deputise for the Lead Technician as required and ensure service delivery is not significantly affected by sickness/leave, including the need to personally cover specific tasks within the IT team across the Trust on occasion.

10. Identify further opportunities for service improvements by exploring best practice within (and beyond) the Trust and develop mechanisms for sharing and implementing learning and change.

11. Through proactive self-learning help identify, develop and exploit best practice, policies and opportunities to improve and develop networked systems and how stakeholders use it.

12. Develop and maintain a professional working relationship with IT team members, other staff and students, promoting effective communications to help ensure the delivery of all IT services in a prompt and professional manner.

13. Perform other reasonable duties as required to support the Head of Network Services in delivering effective IT services.

Compliance

14. Ensure all infrastructural and hardware provision across the Trust meets the appropriate health & safety requirements.

15. Work with the Head of Network Services and Lead Technicians to:
    - confirm that Trust networks are adequately protected, that all cyber-security measures are in place, effective and are regularly tested and audited.
    - ensure that all network systems are documented and fully backed up to ensure that data can be restored in line with Trust BC/DR policies and procedures.
    - develop, maintain and update Trust wide IT policies and procedures.

16. Maintain network and cloud-based user accounts, permissions and access to ensure the needs of users are delivered within the security policy and security obligations of the Trust.

17. To comply with policies and procedures relating to fraud and irregularities, child protection, safeguarding, pastoral issues, financial. health and safety, security, confidentiality and the general data protection regulations, reporting all concerns to the appropriate person.

Qualifications, skills and knowledge

Qualifications:
- Level 3 qualification in computer science, information technology or any other related field. An equivalent of the same in practical experience is also acceptable for this position.

Proven experience in the following areas:
- Maintaining IT wired and wireless network infrastructures in a single or multi-site environment including:
    o Working knowledge of computers, personal devices and desktop/server operating systems (Windows 10,11, Server 2016/2019)
    o Experience of using Microsoft based networking and management tools (Active Directory, SCCM/Intune, Group Policy, DHCP/DNS).
    o Implementing regular programmes of network back-up, system recovery and documentation of system processes to promote effective Business Continuity/Disaster Recovery.
    o Understanding best practice cyber security public sector requirements with experience in managing firewalls and web filters to promote user safety.
    o Working knowledge of business productivity suites including:
        ▪ Office 365
        ▪ Google
        ▪ Apple Mac environment

▪ Servers within a virtual environment (VMWare/Hyper-V).
- Implementing new IT solutions to specification and time.
- Building positive and collaborative working relationships with internal partners.
- Maintaining a culture where all staff feel valued.

Personal qualities and skills:
- Strong IT skills, across a variety of network wired and wireless systems, teaching & learning software packages, business support solutions and a range of different processing and learning devices.
- Ability to think quickly and calmly under pressure with an aptitude for identifying issues and developing solutions both within, across various teams and also on an individual basis.
- Self-motivated, resilient and calm, with the ability to manage a demanding workload and deliver results.
- Innovative and outward looking; creative in finding solutions with the ability to respectfully and logically present issues and solutions to key senior stakeholders.
- Confident and pragmatic who trusts own judgement even when working under pressure.
- Customer focused with articulate verbal and written communication skills who is able to engage with different individuals and groups on a wide range of issues while maintaining confidentiality where required.
- Proven attention to detail and the ability to work on a variety of tasks simultaneously.
- High professional standards and personal integrity, with high expectations of self and others.
- Able to represent and be a credible ambassador for the Trust and IT Services.
- Committed to continuous professional development.

Job requirements
- Full driving licence, with the ability to travel between Trust Academies to engage with key stakeholders.
- Prepared to work unsociable hours on an ad hoc and sometimes short-notice basis when requested by either the Head of IT or the Head of Network Services.