

Senior IT Services Technician Job Description and Person Specification



Post Title:	Senior IT Services Technician
Responsible to:	IT Operations Manager
Responsible for:	Delivery of the Trust IT Services
Grade	37 hours per week, all year £20,493 with potential progression to £24,491

Main Purpose of Job

The purpose of the role is to provide high quality technical services for staff and pupils/students. The Senior IT Services Technician will work proactively and reactively to maintain reliable technical services working hands-on to provide appropriate solutions. All technical staff will contribute to the delivery of an outstanding and robust IT Service across the Trust. This post is part of the Trust IT Service and may work at any Trust establishment as required but initially will be based at Thomas Rotherham College.

Both technical, service and management accountabilities will be assigned via a service delivery plan and these will be assessed annually via the appraisal procedures of the Trust. The Senior IT Services Technician will ensure that they deliver work that is efficient, effective, reliable, fit for purpose and can adapt to changing circumstances.

All staff are required to work flexibly and in a way that encourages a positive work environment that is solution focused and proactive for all.

Excellent standards of behaviour, respect and learning depend upon the ‘tone’ set by all members of the Trust community. We build upon our strengths – together!

For the purposes of this Job Description and Person Specification, Trust is Inspire Trust and all Academies working within the Trust. All duties outlined below are the responsibility of the post holder who will be accountable for delivery. Where there is specific connectivity with another post or the lead responsibility for an activity lies with another member of staff this is stated and will be expanded on in the Operational Schedule (or procedures) for this post.

Main Duties of the Post (including Leadership, Accountabilities and Operational Activities).

A=Accountability (which means being responsible for something to somebody), L= Leadership (guide, direct and influence the outcomes of) O=Operational (day-to-day management and control of these activities)

1	Role Specific Duties and Responsibilities	A	L	O
1.1	Ensure that all systems and infrastructure are operational and stable to meet needs.			✓
1.2	Train, develop and provide escalated support to the IT Services Technicians to develop their skills and knowledge so that they can provide 'outstanding, effective and robust' services to the trust and the academies they serve.			✓
1.3	Monitor helpdesk calls to ensure service requests are met where appropriate, ensure helpdesk requests are updated by the Technicians and users are kept informed of developments.			✓
1.4	Monitor and contribute to the maintenance plan for the IT infrastructure and systems ensuring that is clearly documented and auditable and being effectively carried out by the technicians.		✓	✓
1.5	Maintain all aspects of the school/trust's IT Systems and network technologies including but not limited to Active Directory, HyperV, VmWare, iOS, Android, Chrome, Google and Microsoft Cloud ensuring work is carried out with minimal disruption and that the availability, and security of data and IT services are maintained.			✓
1.6	Contribute to regular progress reports to the Operations Manager to highlight potential issues and solutions that secure system and infrastructure maintenance.			✓
1.7	Maintain and keep up to date the workstation, software and device inventory (including signed in and out devices).		✓	
1.8	Present consumable purchasing requirements to IT Operations Manager for consumables and maintain inventory and purchasing administration to ensure adequate stock levels are maintained for the smooth running of the IT Service.			✓
1.9	Support the Trust's MIS systems including but not limited to SIMS and Unit-E ensuring updates are scheduled to minimise system downtime.			✓

1.10	Monitor site backups, scheduling regular checks on the integrity of the data and procedures, working with the IT Operations Manager for issues that arise.			✓
1.11	Ensure software deployments are planned, licensed and tested.			✓
1.12	Contribute to IT projects involving the selection, development and implementation of IT systems to enable the academy / trust in line with the IT Development Plan.			✓
1.13	Prepare training materials without use of technical jargon and with a level of detail appropriate to the audience.			✓
1.14	Ensure clear change management records are kept up to date of any changes being made.		✓	
1.15	Coordinate and provide support for all IT based Examinations across the Trust.	✓	✓	

2. Generic Duties and Responsibilities

2.1	Comply with all Trust policies and procedures and work in accordance with the Code of Conduct for Staff.
2.2	All employees will be asked to work at their level on pupil/student interventions to meet the needs and targets of the Trust. For support staff this will include First Aid (training will be provided).
2.3	Be aware of and support differences and ensure all pupils, students and staff have equal access to opportunities to learn and develop.
2.4	Participate and contribute to Appraisal and the development of Service Delivery Plans and Operational Schedules.
2.5	All employees will undertake regular and routine continuing professional development (including attendance and contribution to internal Training and Planning events) to ensure that they develop and recognise their own strengths and areas of expertise and use these to achieve and support others and the aims of the Trust.
2.6	Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person in accordance with policy.
2.7	Contribute positively to the overall ethos / aims of the Trust including participation in appropriate networks and projects.
2.8	Establish constructive relationships and communicate with others (inside and external to the Trust).
2.9	Organise and support Academy and Trust events as requested.
2.10	Any other reasonable and appropriate duties as directed by Senior Staff at any Trust Academy.
2.11	All staff are required to work in a way that encourages a positive work environment that is solution focused and proactive for all. As a senior support staff holder, you will support, mentor and act as a role model for all staff.

Person Specification
Post: Senior IT Services Technician

1	Qualifications / Training / Experience	Essential Criteria	Method of Assessment
1.1	Educated to at least A Level standard or equivalent in relevant or transferable subjects or able to evidence experience or relevant IT related work.	✓	AF, CQ
1.2	Evidence of training in the technical aspects of the role: networking, Active Directory, Microsoft and Google platforms, systems maintenance, and desktop support.	✓	AF, CQ, I
1.3	Evidence to suggest ability to discharge the main duties of the post.	✓	AF, CQ, R, I
1.4	Evidence of experience of change management.		AF, CQ, R, I
1.5	Evidence of keeping skills / training up to date	✓	AF, CQ, R, I
1.6	Experience of independent troubleshooting.	✓	AF, R, I
2	Skills and Aptitudes		
2.1	Skills and aptitude to analyse technical situations, explore, evaluate and recommend potential solutions and deliver these solutions.	✓	AF, CQ, R, I
2.2	Excellent organisational, interpersonal and communication Skills.	✓	AF, CQ, R, I
2.3	Proven ability to troubleshoot hardware and software problems and to learn / adapt to new technologies within a changing environment	✓	AF, CQ, R, I
2.4	Ability to manage workload, assimilating new tasks / projects whilst maintaining service levels on existing workload.	✓	AF, CQ, R, I
2.5	Ability to work with pupils, parents, staff and trust members at all levels with the skills to exchange technical concepts in an appropriate manner.	✓	AF, CQ, R, I
2.6	Ability to deal with confidential and sensitive information with tact and discretion applying data protection and data sensitivity principles at all times.	✓	AF, CQ, R, I
3	Mandatory Requirements		

3.1	A DBS check at an enhanced level (formerly CRB check) must be undertaken by all candidates and be satisfactory as a condition of employment with Inspire Trust.	✓	DBS Check
3.2	School posts are exempt from the Rehabilitation of Offenders Act, 1974; all current convictions, cautions and bindovers must be declared on the application form or provided in a sealed envelope addressed to the Headteacher. The 2013 amendments to the Act	✓	AF/R
3.3	References that confirm suitability to work with children, reference must be provided from current/most recent employer. References will not be accepted from members of candidate's families or acting purely as a friend.	✓	AF/R
4	Physical Requirements		
4.1	Health and physical capacity for the role.	✓	I, R
4.2	A good attendance record in current employment, (not including absences resulting from disability)	✓	I, R

5. Effective Behaviours

The Trust looks for evidence from all candidates of effective behaviours which we value and have found to be consistent with high performance. Part of our selection process will be to assess whether candidates can demonstrate that they have exhibited these behaviours in their current or previous employment, education, voluntary or other activity. Candidates are advised to read the following carefully and provide examples of these in the 'Information in Support of the Application' section of the application form. Candidates should be prepared to discuss these in the interview process.

5	Effective Behaviours	Method of Assessment
5.1	Managing self and personal skills: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.	A/I/R
5.2	Delivering excellent service: Providing the best quality service to all pupils and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.	A/I/R
5.3	Finding innovative solutions: Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.	A/I/R

5.4	Embracing change: Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.	A/I/R
5.5	Using resources: Making effective use of available resources including people, information, networks and budgets. Being aware of the financial position of the Trust and impact of decisions on this.	A/I/R
5.6	Engaging with the big picture: Seeing the work that you do in the context of the bigger picture e.g. in the context of what the Trust and each Academy are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. Appreciating the role of others, their impact on you and your impact on them.	A/I/R
5.7	Developing self and others: Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the Trust.	A/I/R
5.8	Working with people: Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.	A/I/R
5.9	Achieving results: Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria.	A/I/R

Key to abbreviations: **AF** Application Form, **R** References, **I** Interview, **CQ** Certificate of Qualification, **OT** Occupational Testing (this method of assessment is optional but if used it may be at the shortlisting or interview stage – candidates will be informed), **DBS** Disclosure and Barring Service Check
This specification has been prepared in accordance with the requirements of the Trust's Equal Opportunities in Employment Policy. We undertake to make any 'reasonable adjustments' to a job or workplace to counteract any disadvantages a disabled person may have.