

# Senior Trust ICT Technician

## JOB DESCRIPTION AND PERSON SPECIFICATION

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### Location

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To work across Loddon and Lowestoft sites

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### Salary

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Scale F  
Starting at point 12 (£24,496)  
37 hours per week  
52 weeks per year

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### Hours of Work

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Monday – Thursday 8.00am – 4.00pm  
Friday 8.00am – 3.30pm  
30 minute lunch

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### Core Purpose

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To provide excellent ICT Support and customer service. The Senior ICT Technician role is responsible for the day-to-day support and management of the ICT systems at the Academies. The role is also part of the wider Clarion Corvus Trust ICT support team and as such work at other academies will be required.

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### Reporting Lines

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Report to the Trust Network Manager

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### Key Responsibilities

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- To ensure that all incidents and requests for the Academy are logged appropriately on the ICT Helpdesk System.
- To ensure that incidents and requests for the Academy are resolved within the target resolution time and are documented within the ICT Helpdesk system.

- Assign incidents and requests to any junior members of the ICT support team as appropriate.
- Take responsibility for the day to day running of the ICT helpdesk and ensure that tickets are assigned and resolved and ensure that open tickets are kept to an appropriate level.
- Maintain regular communications with the appropriate staff until incident resolution.
- Monitor progress of all incidents and requests for the Academy against Service Level targets and respond promptly to staff requests for updates or resolution as appropriate.
- Ensure that junior members of the ICT Team are responding to the tickets against the Service Level targets.
- Escalate any incidents to the appropriate team as necessary and work with 3rd party support providers, and other stakeholders to resolution.
- Identify, resolve and/or document workarounds for ICT problems.
- Image, deploy and manage Desktops, Laptops and other endpoints and devices such as printers and IWBs.
- Close working with the Trust Network Manager and central ICT Team, under their direction to support the infrastructure elements such as physical & virtual servers, backups and networking devices ensuring that availability and security of the network, data and applications.
- Provide regular updates to the Trust Network Manager as to the progress of the ICT Helpdesk and general updates.
- Provide high-quality technical support and advice to the Academy.
- Test and install new software, ensuring licensing compliance.
- Set up and maintain user and e-mail accounts, ensuring that new staff and students receive credentials in a timely fashion.
- Maintain computer peripheral equipment such as scanners, printers, whiteboards, projectors, touchscreens and ensure that this hardware is tested and prepared for use when required.
- Ensure inventories for ICT hardware and software are maintained, that the academy has licences for all software in use at any time and maintain documentary proof of this.
- Test and install patches & updates for the Academy's MIS System.
- Be familiar with and provide support for the academies CCTV & telephone system, door access control and other systems used by the academy.
- To administer the Academies web filtering system, classroom management and E-Safety systems in line with the Trust's Online Safety policy and to block and allow websites as needed to support teaching and learning.

- Assist the school E-Safety Lead with monitoring student use of ICT and acting as required.
- Support the school Data Protection Lead with any ICT related data protection issues.
- To take an active role in the on-going development and support of the Academies Office 365 tools such as SharePoint, OneDrive and Microsoft Teams for Education and to ensure that you are familiar with these systems.
- To be able to assist with training sessions for staff in such areas as Office 365, classroom technology, protocol and software.
- Create and update user guides for hardware and software.
- Assist the Trust Network Manager with projects at the academy, ensuring their smooth delivery.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health and safety, security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Undertake other tasks as required by the academy Principal and Trust Network Manager.
- Work flexibility and after office hours when required, such as for school events and ICT maintenance tasks.

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### **Other Opportunities**

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- Play an active role in academy life and make a positive contribution to the ethos of the academy.
- Assist in the development of academy policies when requested and effectively implement all academy policies within the department.
- Actively participate in whole academy CPD.

- Perform additional duties and tasks required for the effective operation of the academy.
- Undertake other tasks as required by the Trust Network Manager or the Academy CEO.
- Play an active role in academy life and make a positive contribution to the ethos of the academy.
- Assist in the development of academy policies when requested and effectively implement all academy policies within the department.
- Actively participate in whole academy CPD.
- Perform additional duties and tasks required for the effective operation of the academy.

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### **Variations**

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- Undertake other duties; to commensurate to the post holder's abilities, position and grade, as requested by the line manager, of a similar nature to those listed above, even if not individually itemised.
- Support the needs of the academy, taking into account individual strengths and areas for development, by accepting adjustments to the exact remit following annual job description review.
- Understand that the duties specified above are therefore neither exclusive nor exhaustive and may change over time.

This job description will be reviewed a least once per year and may be subject to amendment or modification at any time after consultation with the postholder.

It is not a comprehensive statement of procedures and tasks, but sets out the general expectations of the school in relation to the postholder's responsibilities and duties.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE's (Including English and Maths) or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>Relevant ICT qualifications to support the technical skills and knowledge required for the role</li> <li>Knowledge of the ITIL framework or FITS, supported by an ITIL Foundation or FITS Practitioner qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience diagnosing and solving ICT issues for end users working remotely</li> <li>Two years' experience of working in an ICT support role</li> <li>Experience of planning and managing a busy workload and conflicting priorities</li> <li>Experience of resolving complex ICT problems independently (first line and second line support)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and experience of administering Web Filtering systems</li> </ul>
<b>Knowledge and Technical Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of Office 365 Apps (Email, Share Point/One Drive, Teams, Forms, One Note) and Office 365 administration</li> <li>Practical experience of Interactive Whiteboard/Touchscreen TV software such as ClassFlow, Promethean ActivInspire, SMART Notebook</li> <li>Practical experience of audio/visual equipment such as projectors, interactive whiteboards, touchscreen TV's, visualisers</li> <li>Working experience of non-windows devices such as Chrome books, Apple, ipads and Macs</li> <li>Working experience of non-windows devices such as Chrome books, Apple, ipads and Macs</li> <li>Knowledge and experience of supporting SIMS</li> <li>Knowledge of server operating systems - Windows Server 2012 R2 -2019</li> <li>Knowledge of SCCM – Windows &amp; Application Deployment, Anti-Virus Management</li> <li>Knowledge of virtual server environments – specifically VMware and Hyper-V</li> <li>Knowledge and experience of managing network switches such as configuring VLANs</li> <li>Knowledge and experience of supporting VoIP Telephone services</li> <li>Knowledge and experience of onsite system that sync with cloud-based systems, such as Salamander, Xporter and Wonde.</li> </ul>	

<b>Skills and Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Strong customer service skills</li> <li>• High professional and personal standards in both work and conduct</li> <li>• Confident in dealing with all levels of stakeholders</li> <li>• Strong personal drive and willingness to get things done</li> <li>• Good time management</li> <li>• Openness to learning and change</li> <li>• Effective written and oral communication skills</li> <li>• Good interpersonal skills, including the ability to work as a team member, but also having self-motivation when working independently</li> <li>• Ability to convey technical problems to non-technical staff</li> </ul>	
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• A demonstrable commitment to support and promoting safeguarding, student welfare, equality and diversity</li> </ul>	
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• A thorough understanding of up-to-date safeguarding requirements and best practice</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Awareness of Health &amp; Safety procedures</li> <li>• An understanding of data protections in relation to ICT issues</li> <li>• Ability to work flexibly and outside of normal working hours if required</li> <li>• Full UK driving licence and willingness to travel between sites</li> </ul>	

Clarion Corvus Trust is committed to safeguarding and promoting the welfare of children and young people across its schools and expects all staff and volunteers to share this commitment. The successful applicant will be required to complete an enhanced DBS, and have checks carried out with previous employers. We are an equal opportunities employer.