**ICT Support Senior Technician**

**REAch2 Academy Trust**

**Job Description**

**Location:**  **Cluster 1** - covering areas in Stafford, Burntwood, Wolverhampton and Telford

**Cluster 6** - covering areas in Ipswich, Colchester and Clacton

**Cluster 7** - covering areas in Croydon, Deptford, South Norwood

**Responsible to**: Head of IT

**About the Role**

The ICT Senior Support Technician will be responsible for providing IT support to Trust and School staff. They will be required to attend schools within their cluster of school and further afield to install and maintain IT hardware and software, escalating more complex issues where appropriate.

**Key Responsibilities**

* To provide practical support to the ICT infrastructure at schools and trust sites, across a range of systems and hardware and software, to facilitate the teaching and learning of students
* Able to communicate with schools and central team staff
* Setting up and installing devices, including pc’s, mobile devices, printers, scanner and classroom technology
* Checking computer hardware (HDD, mouses, keyboards etc.) to ensure functionality
* Installing and configuring appropriate software and functions according to specifications
* Identify, troubleshoot and resolve IT issues
* Ensure security and privacy of networks and computer systems
* Ensure safeguarding and monitoring systems are maintained in schools
* Provide orientation and guidance to users on how to operate new software and computer equipment
* Provide support and guidance to IT technicians and apprentices across the trust.
* Escalating issues to 3rd line/development where required
* Manage and maintain Mobile device management systems (MDM)
* Carry out proactive maintenance of IT systems and hardware
* Maintain issues and logs using IT helpdesk software
* Undertaking small/medium internal IT projects as and when required
* Support schools with compliant procurement of all IT solutions in accordance with Trust systems.

**Cluster ICT Senior Support Technician**

**Person Specification & Qualifications:**

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| **KEY CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications & Experience** | * Strong technical skills alongside an interest in new technology
* Good standard of numeracy and literacy skills
* Proficient use of technology, (PC’s mobile devices, printers, AV equipment) and understanding its use in supporting effective teaching and learning
* Previous experience working in a customer-facing role
* NVQ Level 3 qualification (or equivalent) in IT or digital solutions

 **Or*** 5 years' experience in an IT support role, involving managing, installing IT devices and equipment, and resolving hardware and software issues.
 | * Experience of providing IT in an education environment
* NVQ Level 4 qualification (or equivalent) in IT or digital solutions.
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| **Knowledge & Understanding** | * Understanding of ICT needs within the classroom and systems used in a school environment
* Excellent working knowledge of ICT hardware use and fault finding.
* Understanding of IT software and solutions for management and monitoring
* Good knowledge of internet security and data privacy principles
* Good knowledge of IT Security solutions.
* Able to manage and maintain Trust IT Systems such as Anti Virus,and eSafety Systems
* Active Directory and Group Policy Management
* Windows Server, Azure and Office 365 management
* Creating and managing imaging software
* Office 365 Administration.
 | * Understanding of Safeguarding and Child Protection issues

Knowledge of IP Telephony and Firewalls. |
| **Skills & Abilities** | * A customer focused approach
* Good interpersonal and communication skills
* Work as an effective team member and apply given instructions
* Evaluate and prioritise workload across a cluster of schools
* Ability to logically diagnose and troubleshoot ICT issues
* Able to configure and install IT equipment
* Practical skills, such as basic ICT equipment maintenance
* Able to organise, plan and complete tasks
* High personal standards and able to provide a role model for students and staff
* Seek support and advice when necessary
* Ability to communicate with a range of users in a friendly professional manner
* Able to explain information to a range of skill sets.
 | * Willingness to develop own understanding through advice and training
* Think clearly in emergency situations
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| **Personal Qualities** | * **Right to Work in the UK**
* **Must be able to work flexibly across a range of schools within their Cluster and therefore must have a full UK Driving license, with own transport and business insurance**
* A proactive and enthusiastic approach
* Ability to work well as part of a team
* Organised and self-motivated
* Ability to adapt to change and use own initiative when problems arise
* Enjoyment in working with young people and families
* An excellent record of attendance and punctuality
* Able to prioritise and manage own time effectively
* Reliability, integrity and stamina
* Respect confidentiality.
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***REAch2 is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An Enhanced DBS with Child Barred List check is essential for this role.***