

JOB DESCRIPTION

ROLE: Senior IT Technician Level 2

RESPONSIBLE TO: Business Manager
(The Principal for curriculum matters)

PURPOSE: To support, maintain and deliver IT services and solutions

ORGANISATION STRUCTURE

Executive Principal



Business Manager → Principal (for curriculum)

ACCOUNTABILITIES

Day to day management

- To undertake the management of the Trust's ICT infrastructure including software and hardware in line with the ICT policy.
- To be responsible for the management and development of all aspects of ICT support services to the Trust, for both curriculum and administration. Advising and supporting the Executive Principal, Principals and Academy Councils in ICT management.
- To maintain the Trust's Office 365 email system and internet access.
- To ensure Quality Assurance of all aspects of ICT procurement, development planning and usage, in line with the principles of best value.
- Liaise closely with the ICT subject leaders across the Trust in sharing responsibility for the development of ICT.
- Offer support and guidance to teaching staff to enable them to make best use of ICT resources.
- Deliver and plan a safe, effective ICT resource for use by pupils and staff.
- Work with all staff and subject leaders to develop cross curriculum ICT links.
- Be responsible for the management and maintenance of ICT support services throughout the Trust.
- To ensure that all appropriate strategic and operational policies are in place and that staff and pupils are aware of the requirements.
- To ensure that legal, Health and Safety and contractual obligations relating to ICT resources, systems and services are met.
- To manage/carry out any installation and maintenance requirements of any ICT resources across the Trust both for curriculum and administration where appropriate liaising accordingly with our external ICT partner and the LA ICT service, including

upgrading, configuration, distribution and installation of computing equipment and network services.

- Delete and dispose of any illegal or unlicensed software on computers throughout the Trust and keep licence usage reports.
- Ensure all ICT equipment is stored securely and ready for use.
- To provide technical support for all users within the Trust on ICT equipment as well as working with and supporting pupils using computer equipment and providing assistance in the classroom where necessary. This may be achieved through direct interaction and by producing simple help sheets.
- Manage routine contacts with external contractors including the LEA and other suppliers.
- To maintain confidentiality at all times in respect of Trust-related matters and to prevent the disclosure of confidential and sensitive information in line with the principles of Data Protection.
- To undertake any other duties of a similar level and responsibility as may be required.

Financial

- Responsible for the purchase and management of the ICT consumables budget and maintain stocks following procedures.
- To maintain asset registers of hardware and software, in line with the Trust's financial policies.
- Support in financial planning for ICT, including development of an ICT improvement plan and estimates for future budget requirements.

Developmental/Strategic Requirements

- To support the administration teams to continually update the Academy Trust and individual academy websites.
- Undertake risk assessments; implement and suggest modifications to relevant H & S policies and procedures involving ICT.
- Design, implement, monitor and review procedures for managing and recording installations and configuration changes.
- Implement the Trust policy on asset disposal in line with Education Funding Agency regulations.
- Implement and review the Trust's ICT software security systems and data backup, with reference to protecting hardware, data and confidential information.
- Plan and manage timetables for the use of ICT equipment within academies.
- To provide an efficient fault log service.
- Project manage major developments within ICT services/resources and plan/lead their implementation.
- To encourage the use of ICT across the curriculum.
- Maintain an overall view of the capabilities of the Trust's ICT service and contribute to continuous improvement to meet future needs.
- Regularly access key ICT education web sites such as BECTA to keep abreast of changes and developments to future proof the Trust ICT provision.

Additional Requirements

- Maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support.
- To attend meetings where appropriate and undertake staff training as and when required.
- To act as the Data Protection Officer for the Trust.

- To present information to Directors and Governors, where appropriate.
- Keep up to date with school policy documents, School Improvement Plan and curriculum plans.
- Portage of heavy hardware, installation of equipment may require working at height and/or confined spaces e.g. data cabinets.

Future Development Needs

- Reflecting upon and seeking to improve personal practice.
- In conjunction with the Principals and ICT subject leaders, lead/manage training on appropriate use of ICT resources; document systems and procedures.
- Research online and published materials about the educational use of ICT; attend relevant meetings, seminars and training, in line with the Trust Development Plan.

Professional Values and Practice

- To adhere to the Trust policy on equality and diversity. Recognising equal opportunities issues as they arise in the schools and respond effectively, following policies and procedures
- Having high expectations of all pupils, respecting their social, cultural, linguistic, religious and ethnic backgrounds; being committed to raising their educational achievement.
- Treating pupils consistently with respect and consideration, and being concerned with their development as learners.
- In line with Trust policy and procedures, using behaviour management strategies which contribute to a purposeful learning environments.
- Working collaboratively with colleagues as part of a professional team; carrying out roles effectively, knowing when to seek help and advice from colleagues.
- Working within Trust policies and procedures and being aware of legislation relevant to personal role and responsibility in school ie: Health and Safety.
- To be aware of and comply with policies and procedures relating to child protection, security and confidentiality, reporting all concerns to an appropriate person.
- To promote and safeguard the welfare of children and young people.
- To adhere to the Trust code of conduct.
- To act in compliance with the principles of data protection in respecting the privacy of personal information held by the academies.
- Building and maintaining successful relationships with pupils, parents/carers and staff.
- Annual leave must be taken during school holidays.

November 2017