

Job Description

Position:	ICT Technical Support Lead
Responsible to:	Chief Financial and Operating Officer (CFOO)
Key Relationships:	Chief Executive Officer (CEO), CFOO, headteachers, Network Manager, ICT technicians
Grade:	Grade 9 SCP 28-33 (£36,648 - £41,418) Pay Award Pending
Working Pattern	Whole Year
Accountability:	The postholder is accountable to the CFOO and will work closely with headteachers and staff across the Trust
Location:	Trust Role – Travel is required across the Trust Schools

Purpose / Overall Objectives

STATEMENT OF PURPOSE:

To support the Trust's and schools' ICT infrastructure and network.

Key Tasks

MAIN DUTIES AND RESONSIBILITIES:

KEY JOB RESPONSIBILITIES

- Providing Senior Technical Support to stakeholders
- Ensuring continuity, efficiency and enhancing ICT networks
- Management and maintenance of client network environments
- Build key relationships with all stakeholders

KEY SKILLS

- Qualifications such as MCSA would be advantageous
- Strong knowledge of Windows OS, 7, 8 and 10
- Excellent PC problem solving skills
- Proven ability to configure, troubleshoot and maintain a variety of Windows Server OS
- Active Directory – set up and troubleshooting all aspects of AD and its associated services
- Virtualisation - Good understanding of the virtualization concepts
- Networking – Good understanding of the networking stack, TCP/IP and subnetting
- Comfortable with a range of backup products, including VM-level solutions
- Knowledge of deployment solutions such as WDS essential. Experience with MDT and/or SCCM highly advantageous

- Understanding of managed wireless solutions (Ruckus advantageous), including 802.1X security and guest/BYOD networks
- Knowledge of mobile devices (iOS, Android) and their integration with Windows networks
- Any experience dealing with Office 365 beneficial
- Experience with Web filtering products – e.g Smoothwall
- Experience with Sophos Enterprise Console and other managed antivirus systems
- Professional, customer service minded
- Solutions oriented with good problem-solving skills

SUPPORT FOR STAFF

- Provide user support in relation to ICT systems
- Produce support documentation as appropriate
- Provide support and guidance to staff on the Trust's and schools' ICT systems and any updates and amendments
- Liaise between managers/teaching staff and ICT technician staff

SUPPORT FOR AUDIO-VISUAL (AV) SYSTEMS

- Maintain the schools AV systems where appropriate
- Advice on the provision and use of AV equipment
- Monitor and develop the use of the internet and intranet

MANAGE THE ICT SOLUTIONS IN THE TRUST/SCHOOLS

- Management of broadband filtering solution
- Management of remote access systems
- iPad software management and updates
- Upgrade the operating systems of computers as required
- Manage transition of applications and backups to the cloud
- Maintain email accounts for staff
- Manage and have responsibility for:
 - Software installations
 - Hardware maintenance
 - Upgrades
 - Fault diagnosis and repair
 - Security measures and back up schedule
- Ensure that an up-to-date inventory of all ICT equipment and software is maintained in each school
- To keep abreast of, and conversant with, all relevant legislation, technological developments and techniques
- Liaison with ICT suppliers and contractors
- Responsible for the licensing of software – ensuring all agreements are up to date and valid

SUPPORT TO THE TRUST/SCHOOLS (this list is not exhaustive and should reflect the ethos of the Trust)

- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of, support and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the Trust/schools
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- Recognise own strengths and areas of expertise

CREATIVITY AND INNOVATION

- To work on own initiative

EQUALITY AND EQUITY

- To ensure that the Trust reflects a vibrant and inclusive ethos which actively values and promotes diversity, unity and community cohesion, and supports pupils to become successful integrated citizens
- To actively challenge and address discrimination

WORK ENVIRONMENT

Work Demands: The post holder will need to be flexible and will be directly accountable for meeting objectives and deadlines laid down by the CFOO.

WORKING CONDITIONS

Based at the Trust Offices at Wightwick Hall School with the expectation to work in all schools across the Trust when required.

GENERAL

Other Duties: The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Health & Safety: The post holder must carry out their duties with full regard to Endeavour Multi Academy Trust's Health & Safety procedures.

The post holder will be subject to performance objectives agreed and reviewed annually.

Person Specification	
Essential Criteria	Measured By
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Experience of network developments • Extensive experience of hardware and software implementation and problem solving in an ICT environment • Previous knowledge or experience within the education sector or schools highly beneficial 	AF / I
<p>QUALIFICATIONS/TRAINING</p> <ul style="list-style-type: none"> • A professional ICT qualification such as MCSA would be beneficial 	AF / I
<p>KNOWLEDGE AND SKILLS</p> <ul style="list-style-type: none"> • A good, working knowledge of current computer operating systems and other relevant systems • Full working knowledge of relevant policies/codes of practice and awareness of relevant legislation • Ability to work constructively as part of a team, understanding school roles and responsibilities and how your own position relates to these • Ability to plan and develop systems • Good communication skills • Ability to relate well to children and adults • Good organisational, planning and prioritising skills • Methodical with a good attention to detail 	AF / I
<p>BEHAVIOURAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Builds personal relationships with stakeholders, through regular contact and consultation • Accepts, supports and quickly implements change 	AF / I

<ul style="list-style-type: none"> • Identifies and promotes best practice and encourages the sharing of ideas • Proactively seek opportunities to increase job knowledge and understanding • Values the diversity of individuals, adaptable approach to meet individual needs and effectively utilise the diversity of team members • Works with others to resolve differences of opinion and resolve conflict • Requires minimum supervision • Takes responsibility for own actions • Identifies and overcomes barriers and manage risks • Takes quick and effective action • Demonstrates focused implementation of role and responsibilities • Is accountable for own development 	AF / I
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AF = Application Form I= Interview

Endeavour Multi Academy Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including an Enhanced DBS check.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holder’s professional responsibilities and duties.

Signed:

Date:

Signed: CEO

Date: