VALLEY INVICTA
PRIMARY SCHOOL AT
AYLESFORD

VALLEY INVICTA
PRIMARY SCHOOL AT
EAST BOROUGH

VALLEY INVICTA
PRIMARY SCHOOL AT
HOLBOROUGH LAKES

VALLEY INVICTA
PRIMARY SCHOOL AT
KINGS HILL

VALLEY INVICTA
PRIMARY SCHOOL AT
LEYBOURNE CHASE

INVICTA
GRAMMAR SCHOOL

SCHOOL OF SCIENCE
& TECHNOLOGY
MAIDSTONE

THE LENHAM
SCHOOL

VALLEY PARK
SCHOOL

Senior IT Technician
Invicta Grammar School

1. INTRODUCTION

1.1. OUR TRUST

Our Academy consists of an exceptional cluster of primary and secondary schools at the heart of our local community, based in the Maidstone and Malling area of Kent. The Trust was legally established as a Multi Academy Trust on 10 March, 2011.

VIAT believes in benefits of cross phase education, whereby all pupils, regardless of background, have a broad curriculum by specialist teachers across all ages; thereby enabling children to master the knowledge and skills they need to achieve their full educational and personal potential.

Our team work tirelessly to ensure that every child can be the best they can be along with providing an innovative and interactive curriculum based on the arts and academia; we aim to be at the forefront of developing new approaches to learning, embedding the 'mastery' approach to teaching and learning; securing the very best outcomes for pupils. Our children only get one chance in their education and it is our responsibility to provide the very best for them.

All our schools have a strong, inclusive and cohesive ethos reflecting on the schools' world class vision; staff and pupils are inspired to embed the values of respect and resilience, while developing personal character through additional wider curriculum activities and opportunities which motivate them, enable them to grow in confidence and cultivate thinking skills and creative potential beyond typical expectations.

This secure foundation ensures an ethic of aspiration, a broader commitment to, and proactive engagement in, wider society; enabling our pupils to be fully ready – academically and personally – for their transition from primary into secondary school and a life-time of influence beyond.

1.2. OUR VISION

The Trust Vision is to:
- Aspire to be an exceptional cluster of primary and secondary schools at the heart of our local community.
- Achieve our vision by bringing together a family of local schools - each with their own context, ethos, strengths and areas for development - to work together to enable every single child, and every member of our team, to be the very best they can be.

The Goals of the Trust are to have individuals who:
- Are lifelong learners of character.
- Are creative thinkers and innovators.
- Are collaborative and independent problem solvers.
- Are responsible and active role models/citizens.
- Have a global outlook.

1.3. OUR ETHOS

At Valley Invicta Academies Trust, we put the children we teach at the very centre of all we do. We are deeply aware that children only get one chance at their education. Our staff, equally, are at the heart of our schools. Parents/carers and governors are proactively involved in school life and the local, national and international community are an integral aspect of student and staff engagement.

Teamwork lies at our core: our entire community – students, staff, and parents work together and recognise the roles they play and the strengths they bring. Everyone has their voice heard; everyone is nurtured and cared for. We are ambitious and work hard to help enable excellence for all.

1.4. OUR VALUES

- Integrity;
- Collaboration;
- Excellence.

1.5. INVICTA GRAMMAR SCHOOL

Invicta Grammar School is a popular and outstanding 11–18 selective girls' school which welcomes boys into the Sixth Form. With over 1600 students on roll, including nearly 400 in the Sixth Form, our school is widely recognised as a beacon of excellence, innovation and collaboration.

Invicta is committed to the quality of care and education for all students and, through personal development, we prepare our students for the world of work in the modern world. I hope you share our excitement for the range of opportunities on offer and our passion for the Art, Music and Sport as we strive to give our students the best chance to develop confidence, leadership and emotional intelligence.

At Invicta, we seek to develop the skills, talents and interests of all our students as individuals. We have high expectations and high aspirations for all and our vision is one of academic excellence in a supportive, inspiring and caring environment. Our students love learning and achieve outstanding examination results, making us the best secondary school in Maidstone and a national centre of excellence.

If you are passionate about working in a dynamic team to provide inclusive support to enable students to have full and effective access to the secondary school curriculum, we would love to hear from you.

Come and join our dedicated team of professionals who are always willing to support new staff in the best interests of our students. Our school continually evolves in our drive for excellence; we aspire to provide Outstanding Care, Outstanding Education and Outstanding Opportunities. New opportunities, including career progression, are actively sought for all staff across the school. Collaboration with like-minded colleagues across the Multi-Academy Trust (VIAT) is set up to provide: networking, support, quality assurance and friendship. If you think you would thrive in this environment we want to meet you.

To learn more about Invicta Grammar School, please visit our website www.invicta.viat.org.uk

To apply, please download a copy of the application form and email to: n.fitzgerald@invicta.viat.org.uk

2. PERSON SPECIFICATION		
AREA	**ESSENTIAL**	**DESIRABLE**
Qualifications	• 5 GCSEs or O Levels as a minimum in Maths and English, or equivalent practical experience • IT Computer Science qualifications at GCSE or A Level, or equivalent	• ITIL Foundation certificate
Experience	• Delivery of first and second line support to users in telephone, email and face-to-face settings • Delivery of first and second line support to management level users • Experience with a broad range of client and server technologies • Maintenance and management of good quality documentation and data records	• Successful delivery of IT projects • Management of IT budgets including pay and non-pay components • Experience of delivering IT support to students and staff within an educational setting
Knowledge	• Understanding of tools, techniques and processes necessary to deliver a comprehensive, 'hands-on', first and second line support service to users • Comprehensive knowledge of operating system and relevant application technologies from a user/ client perspective • Basic to moderate knowledge of infrastructure/server technologies and platforms	• Understanding of using Apple iPads, Apple DEP, Apple School Manager. MNDM Platforms and iMacs and MacBooks

Skills	• Extensive technical skills appropriate to deliver IT support services to students and staff by telephone, email or face-to-face environments, including:
	  - Windows desktops and laptops
	  - Diagnostic and fault-finding
	  - Configuration, deployment and renewal
	  - Operating system and application support (iOS, MacOS, Windows)
	  - Office 365
	  - Active Directory Administration and Group Policy Management
	  - Wireless and cabled networks, IP addressing and basic routing
	• Basic technical skills with:
	  - Windows Server platforms
	  - Infrastructure services including DNS, DHCP
	  - VMware and Server Virtualisation
		• Advanced skills with:
		  - Active Directory
		  - VMware and Server Virtualisation
		  - MDM implementation and deployment
		  - Complex system implementation and deployment
		  - Application packaging
		  - Desktop imaging and deployment solution implementation
		  - SCCM
		• Sharepoint administration and minor development
		• Telephony Platforms (especially VOIP based)

		- System implementation and deployment • Ability to communicate effectively with users and stakeholders at all levels of the organisation • Effective at providing an 'end-to-end' service where achievement is measured by user satisfaction • Ability to prioritise tasks effectively • Able to manage and deliver minor projects	
Attributes		• Good one-to-one personal skills, particularly when communicating complex IT issues to non-technical staff and students • Independent and self-managing with the ability to exercise good judgement when considering the need for escalation • Ability to work as part of a team • Possessing a calm, friendly nature • Flexible approach to tasks, new ideas and change • Professionally discreet and able to respect confidentiality • Confident and able to use own initiative.	• Sound and AV system management is a bonus along with a willingness to be trained in this.

3. JOB DESCRIPTION

Job Title	Senior IT Technician
Grade	VIAT 6 Points 24-28 £24,011-£27,292
School / Department	Invicta Grammar School, Maidstone
Base	Invicta Grammar School, Maidstone
Hours	37 hours per week, 52 weeks per year
Reports to	Network Manager, School e-Learning Lead, Trust IT Manager
Accountable to	Headteacher

3.1. JOB SUMMARY

The Senior IT Technician will be responsible for overseeing the day-to-day IT operations of the school, providing first and second line support to staff and students. The postholder will be required to work independently and proactively with a desire to provide and develop an excellent IT service. There will be line-management responsibilities as part of this role.

The role will form an excellent opportunity for a seasoned engineer with excellent customer service skills. The postholder will be eager to learn new skills, both technical and broader general management.

While the role will comprise a significant amount of independent work, the postholder will be supported by the IT team.

3.2. KEY WORKING RELATIONSHIP

- Network Manager;
- Deputy Headteacher;
- School staff – both teaching and support;
- Students;
- Trust IT Manager;
- IT Director;
- IT Teams from other Trust schools;
- IT Technicians.

3.3. KEY RESULTS AREAS

Day to Day Support
- To provide a responsive, enthusiastic and comprehensive IT support service to staff and students within the school;
- Act as the first point of contact to support staff and students, providing face-to-face and telephone cover of the school IT Helpdesk as consistently as possible;
- Resolve technical issues and enquiries as promptly as possible and within specified support levels;
- Maintain documentation and data on incident handling through the IT service desk platform;
- Manage escalated support issues as required, making use of staff within the IT team to provide more technical input and expertise, as required;
- Perform a wide range of first and second line support duties including, but not limited to, the following:
  - Diagnosis and resolution of hardware and software faults with student e-Learning iPads;
  - General administration of records and information relating to the e-Learning schemes including the logging, monitoring and escalation of cases with third-party maintenance providers;
  - User account creation, administration and closure;
  - Day-to-day administration of school Information Systems, ensuring that issues are resolved promptly and accurate records maintained;
  - Deployment of software to client devices and servers, as well as management and monitoring of licenses for software packages.
- Procurement of hardware and software in order to meet school needs by specifying requirements, sourcing quotes and securing best-value;
- Support subject teachers, where required, by providing technical input;
- Maintain a wide range of datasets in order to ensure that information is maintained accurately in a structured and reliable fashion;
- Manage insurance and warranty repairs and claims ensuring these take place promptly.

IT Service Management
- Provide line management for other IT staff, ensuring that they maintain an effective IT service and deliver required objectives. Initially, this is expected to take a more supervisory role, with independent management developing over time;
- Co-ordinate the work of the school IT team ensuring that activities are appropriately prioritised, keeping appropriate records of current, outstanding and completed work;
- Monitoring helpdesk performance with appropriate metrics in order to ensure that the IT service is effective as well as to drive improvement.

Budget and Contract Management

- Monitor expenditure and procurement activities in order to ensure that IT budgets are managed effectively – initially this is expected to be a supportive role, with increased autonomy and responsibility developing over time;
- Ensure that all IT contracts are reviewed effectively, providing advice to the Trust IT Manager and IT Director, as required;
- Review, maintain and implement contracts for services, as required, ensuring that contracts are managed and renewed where necessary in line with procurement requirements;
- Monitor the school device estate ensuring that lifecycle replacement and renewal projects are scheduled, as necessary.

Project Delivery
- Develop, implement and review local infrastructure, system and equipment projects within the school seeking technical and management support, as necessary;
- Oversee the delivery of minor projects within the IT team, supported by the Network Manager;
- Provide advice to staff in development of IT solutions to meet school teaching and support staff needs;
- Advise the Network Manager on development priorities, in order to resolve issues, maintain function or improve service delivery;
- Maintain effective project documentation and datasets, as necessary.

Safeguarding
- VIAT is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Equality and diversity
- The Trust is committed to valuing diversity in employment, service delivery practices and its general environment. An expectation of all leadership posts within the Trust is that each individual will take responsibility for promoting inclusive and accessible service provision, staff development and a culture that values and respects difference.

3.4. FLEXIBILITY, MOBILITY AND ACTIVITY

The Senior IT Technician role is expected to be largely school-based, although occasionally travel to other schools within the Trust might be necessary. The post-holder will be expected to move about within the school extensively and indeed will embrace the desire to meet users face-to-face.

There will be the occasional need to deliver work out of hours (either as planned or emergency work), meaning that a degree of flexibility in working hours will be necessary, sometimes with little or no notice.

The post-holder will be expected to perform a wide-range of manual tasks (movement, installation and decommissioning of equipment) as part of the day-to-day work as well as for specific project related activity.

3.5. STATEMENT

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job, and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be set out in the above job description, but please note that Valley Invicta Academies Trust maintains the right to update your job description from time to time, to reflect changes in or to your job. You will be consulted about any proposed changes.

Signed		Date	