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Technical specialist

VALLEY Invicta academies trust

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| 1. **VALLEY INVICTA ACADEMIES TRUST** |

## OUR TRUST

Valley Invicta Academies Trust is a dynamic, vibrant, multi-academy trust comprising nine schools – five primary and four secondary – and Valley Invicta Teacher Training, all based in the Maidstone and Malling area of Kent. Explore our schools [**HERE.**](https://www.viat.org.uk/623/our-schools)

## OUR ETHOS

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.

## OUR VALUES

1. Integrity;
2. Collaboration;
3. Excellence.

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| 1. **PERSON SPECIFICATION – Technical Specialist** | | |
| **Summary** | We are seeking a technical lead for the organisation who, while possessing advanced technical skills, is able to demonstrate excellent people skills. The role will suit someone who is able to operate at an ‘architecture / solution’ level, but still enjoys being involved in the detailed work of support and technical implementation. The right candidate will be able show that they can command the respect of IT teams and school leadership, both through their technical expertise and their ‘soft-skills’. | |
| **AREA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications** | * Undergraduate degree in IT, Computer Science or other related discipline, or demonstrable suitable experience | * Technical qualifications demonstrating proficiency in line with the essential and desirable skills below |
| **Experience** | * Evidence of mid- to advanced-level experience working and developing multi-site IT environments using the core skills outlined below * Providing technical leadership within diverse technical teams * Formulation and implementation of strategic technical projects * Delivery of IT support services, in particular in a second- or third-line capacity * Working independently, and as part of technical teams | * Worked in a consultative role demonstrating the ability to provide advisory services and external delivery * Team management or supervision * Budget management * Project management within a technical environment * IT equipment and service procurement * IT assurance and audit experience * Telephone system management (in particular VOIP systems) |
| **Knowledge** | * Advanced technical knowledge in a number of core areas aligned to the essential skills below * Understands the value of standards, systems and structure | * Mid- to advanced-level knowledge in a broad range of common technology platforms and systems * Familiarity with school IT environments and common systems / platforms |
| **Skills** | * Exceptional problem solving skills * Able to research technical (and other) subjects independently * Able to appraise solutions effectively and provide, and explain, options analysis * Able to prioritise work independently and make good judgement on importance and urgency * Able to learn quickly – particularly with respect to processes, systems and technical solutions * Excellent written and documentation skills * Key technology skills:   + Microsoft 365 platforms including Exchange Online   + Microsoft Intune MDM   + Microsoft 365 security tools, security monitoring and best practice   + Network design and management – core switching, routing, VLANs, link aggregation, monitoring, traffic management and troubleshooting   + Web filtering technologies including certificate management, proxying and intermediate decryption   + VMware ESXi / vCenter   + Windows server management | * Technical strategy and architecture * Desirable technology skills:   + Fortigate / FortiOS   + Microsoft SQL Server   + Apple device management – MacOS and IOS   + Munki   + Various Linux flavours   + HPE Aruba networking and wireless platforms   + Veeam Backup |
| **Attributes** | * Excellent attention to detail * Proactive and dynamic * Approachable, engaging and persuasive * Due to the cross-site, responsive nature of the role, a driver and with own vehicle that can be used for work purposes |  |

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| 1. **JOB DESCRIPTION** | |
| **Job Title** | Technical Specialist |
| **Grade** | VIAT 11 (£55,822) |
| **School / Department** | VIAT Central |
| **Base** | Finance Centre (Valley Park School) |
| **Hours** | 37 Hours per week |
| **Reports to** | IT Director |
| **Accountable to** | IT Director |

## JOB SUMMARY

The Technical Specialist provides technical leadership to the Trust and our schools, ensuring that our technical infrastructure and operations are appropriately matched to the needs of the organisation. The role encompasses a widely range of responsibilities, broadly within the following four areas:

* Leading and implementing architectural design and improvements within the Trust’s IT systems;
* Providing technical advice, support and acting as a technical escalation point for our IT teams within the schools and Trust;
* Implementing technical projects;
* Providing day-to-day support cover where required.

In essence, the Technical Specialist will act as ‘an internal technical consultant’ to the organisation. The role therefore requires not only excellent technical skills across a broad range of disciplines, but also demonstrable ‘soft-skills’ to enable the postholder to engage well at senior levels of the organisation. It is not expected that the postholder will be an expert in the full range of disciplines / technologies, but they will be able to demonstrate extensive experience in key areas and an ability to learn new skills quickly.

A flexible approach to work is essential – work is often required to take place outside of school hours. Some evening or weekend work is expected, but is typically planned in advance. Similarly, there will be a frequent requirement to travel (mostly within the local area), often with little notice.

The Technical Specialist role requires a mix of design, advisory, implementation and support skills. Consequently, it offers a varied working environment for someone who has got advanced technical skills who can apply these at a design and architectural level, while enjoying still ‘getting their hands dirty’ on support and implementation work.

The schools we work in are on-site operations with students and staff being present most of the time. Consequently, while there will be opportunities for home working, the post’s ‘default’ mode is on-site work.

For the right post-holder, there may be the opportunity for the role to expand to include a wider management remit and offer a development route incorporating more senior responsibility.

## KEY WORKING RELATIONSHIPS

Communication and the development of effective working relationships with people will be key to success of the Technical Specialist – it is not just a technical role. While this will span the full breadth of the Trust, the relationships with the following key roles will be most important:

* School IT Teams and Network Managers
* Headteachers and Function Leads
* Chief Financial Officer
* Third-Party Suppliers
* Site Teams
* Director of Estates

## KEY RESULTS AREAS

The following sections outline some of the key responsibilities for the Technical Specialist role – the activities are intended to be representative of the type of work and therefore by no means an exhaustive list.

**Design and Architecture**

* Provide technical leadership for the Trust, acting as the architect for the IT environment;
* Support school IT leads in developing and improving their IT environments, recognising the need to maintain an appropriate balance between standardisation and independence for the schools;
* Apply detailed technical knowledge to the design, maintenance and improvement of the Trust’s Wide Area Network, central systems and core infrastructure;
* Create and maintain detailed technical documentation for the architecture and design of Trust systems and infrastructure;
* Liaise with school IT teams and headteachers to improve standardisation and consistency across school environments;
* Develop and document Trust technology standards;
* Review school compliance with agreed technology standards and practice;
* Promote the adoption of best practice across the Trust, particularly with respect to security.

**Technical Leadership**

* Provide technical leadership to the Trust IT teams, identifying and promoting good practice;
* Cultivate the respect of the IT teams, through technical skills / knowledge and ‘soft-skills’;
* Act as an advisory function to the school IT leads and teams;
* Provide practical support to school IT teams as required, particularly with respect to complex solutions.

**Technical Projects**

* Formulate, design and implement technical projects to maintain and develop the Trust’s IT environment, particularly with respect to the Wide Area Network and core infrastructure;
* Develop plans, including identification of costs and dependencies for approval;
* Manage the implementation of projects either directly, using local resources, or through the management of third-parties;
* Create and monitor action plans to manage risks effectively.

**Support**

* Act as an escalation point for support calls from the school IT teams and central functions;
* Provide primary support for the Wide Area Network, core infrastructure and central systems;
* Provide cover for support absences where necessary (typically central teams and primary schools).

**Management**

* While not specifically responsible for line-managing the IT teams, the post-holder should be able to provide ‘soft-management’ support, in particular in relation to technical matters;
* Monitor and manage the delivery of work through school IT teams and third-party resources.

**Administration**

* Perform administrative tasks to support the delivery of objectives;
* Perform general administrative functions – including arrangement of meetings, diary management and document management.

**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.

## 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.

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