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| **TKAT Role Profile**  |  |
| **Title:** | **Senior Regional IT Technician** |
| **Reporting To:** | Regional IT Manager |
| **Primary Objectives:** | * To facilitate learning objectives by ensuring IT services are available and performing
* To provide quality support and guidance to staff on all IT matters
* Provides a consistent approach to solving IT problems
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| **Location:** | Orchards Academy base, with travel throughout TKAT regions including Essex, Kent, East/West Sussex, Surrey and Hampshire. |
| **Key Internal Relationships:** | * Regional IT Manager
* Headteachers
* Other Regional IT Technicians
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| **About us:** | TKAT (The Kemnal Academies Trust) is one of the largest Multi-Academy Trusts in the South of England with over 40 Primary and Secondary Academies in the TKAT Family.Our ultimate aim is to ensure we drive educational standards through the provision of outstanding teaching, leadership and learning for all.The TKAT Values are:* Passion
* Collaboration
* Integrity
* Delivery
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| **Key Responsibilities:**Note that TKAT uses the Skills for the Information Age (SFIA) framework when building IT job descriptions  | **IT Support:*** Identifies and resolves network problems following agreed procedures. Uses network management software and tools to collect agreed performance statistics. Carries out agreed network maintenance tasks.
* Following agreed procedures, identifies, registers and categorises incidents.
* Gathers information to enable incident resolution and promptly allocates incidents as appropriate.
* Maintains records and advises relevant persons of actions taken.
* Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution.
* Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate.
* Assists with the development standards, and applies these to track, monitor, report, resolve or escalate issues.
* Contributes to creation of support documentation.

**Additional responsibilities:** * Supervision and allocation of duties to IT Apprentice(s)
* Deputise for Regional IT Manager when appropriate
* Assists with regional implementation of the TKAT Digital Strategy inclusive of striving for technical consistency across the Trust
* Ensuring effective backup and disaster recovery planning inclusive of regular testing and monitoring.
* Spread awareness of good cyber security and data protection controls
* Monitoring and immediate escalation of data/cyber security breaches
* Contribution to, and adoption of technical standards
* Ensuring effective preventative maintenance at each academy inclusive of patch management, firmware updates to key equipment and removal of out-dated/unsupported applications
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| **Qualifications, Skills & Experience** | * Relevant tertiary IT qualifications
* Excellent knowledge of Microsoft Windows and Office 365 environments, related day-to-day administrative tasks and ongoing housekeeping activities
* Knowledge of the management/migration of Google GSuite desirable
* Knowledge of Hyper-V
* Knowledge of MDT\WDS\WSUS
* Hands-on experience in working with internal PC components – swapping motherboards, SSD etc.
* Knowledge of management of passive and active networking infrastructure
* Ability to demonstrate excellent problem solving skills
* Excellent communication and organisation skills
* Excellent leadership skills
* Good general knowledge of cyber security and data protection
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| **Personal qualities** | * Behaves consistently with the Trust’s values in their interactions with internal and external stakeholders.
* Treats people with respect and in a fair and consistent way
* Recognises when colleagues are under pressure and volunteers to assist them where possible
* Works within teams and across boundaries to share knowledge and achieve results
* Identifies and builds relationships required to achieve the best outcomes for the team
* Generously shares their time, knowledge, expertise and talent to support others’ success
* Creates opportunities to enhance the experience of the customers through their daily tasks
* Maintains focus and drive to achieve quality outcomes
* Focuses their time and efforts on issues that will have the greatest impact on agreed objectives
* Anticipates responses and plans their approach accordingly
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TKAT is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment; all offers and continued employment will be subject to appropriate and ongoing checks and references.

Note that due to the nature of this role, out-of-hours work and travel to Trust academies and office locations may be required so flexibility is expected.