

Viking Academy Trust



Job Description

Position: Senior IT Technician

Name of Member of Staff:

Member of Staff:

Date:

Executive Headteacher:

Date:

Viking Academy Trust

JOB DESCRIPTION: Senior IT Technician

“Empower children through education: One Childhood One Chance”

PREAMBLE

All staff and members of governance make the education of pupils at the Viking Academy Trust their first concern and are accountable for achieving the highest possible standards in work and conduct.

All staff and members of governance act with honesty and integrity; have strong subject knowledge, keep their knowledge and skills up-to-date and are self-critical; forge positive professional relationships; and work with parents in the best interests of their pupils.

Viking Academy Trust Base School:	Trust Wide Position
Job Title:	Senior IT Technician
Line Manager:	Chief Operations Officer
Pay Range:	Kent Range 5
Hours/Weeks of Work:	37 hours / 52 week contract

Purpose of role

The post holder will be responsible for ensuring high standards in the quality of IT and communication support across the Viking Academy Trust. In time, the post holder will be responsible for the development of a small team of IT technicians; acting as the technical lead within the schools; assisting the Trust Leadership Team with the development of the Viking schools' IT and communications systems to meet the dual demands of curriculum and school administration.

Description of role

The Trust Wide Senior IT Technician will report directly to the COO, working with the Trust leadership Team to maintain operational IT and communications systems allowing Viking schools to function effectively.

Responsibilities

- Maintain an effective Trust IT provision
- Provide day to day guidance to the IT Apprentices



- Network management
- Ordering e.g. Cartridges, Toners, IT Equipment
- Assist the COO with an ICT Improvement Plan/Replacement Plan
- Assist with creating training opportunities for staff
- Bromcom: Provide an in-house support
- Point of contact for external IT support
- Key Survey management/maintenance
- Assist Finance staff with their financial database and advise on future changes i.e. installation of updates and new software
- Maintain the Trust ICT Asset Register
- Manage websites
 - VAT Website
 - RAPS Website
 - UJS Website
 - CPS Website
 - Maintain E4Education contract
- Census & returns via COLLECT & Perspective Lite
- Academic year promotion within Bromcom
- Manage and maintain the trust telephone system
 - Including keeping track of call bills to identify any overcharge
- Looking for cost savings / best value where appropriate
- Manage and maintain ICT contracts including keeping licences up to date
 - E.g. Bromcom, KCS Photocopiers etc.
- Be the main administrator for Office 365
- Take responsibility for the quality of IT and communications systems and support within Viking Academy Trust schools; monitor, evaluate and report on it as part of the Trust's Self-Evaluation process
- Support the teaching and learning ensuring ICT systems are fit for purpose
- Support the Trust's administration ensuring appropriate systems are in place and operating efficiently for day-to-day operations
- Co-ordinate the use of data within the IT department
- Work with reprographics to ensure continued operation
- Take responsibility for the operation of the Trust's Audio/Visual systems
- Manage computer hardware, software and systems within school and provide technical support to school network to ensure effective IT provision to the Trust for both curriculum and administrative purposes
- Monitors budget and advises manager on purchase of appropriate equipment ensuring Trust requirements are met and best use of resources.
- Provides advice to staff on purchase of appropriate equipment to meet identified needs.
- Construct and install hardware and software to develop Trust Wide school systems in line with changing technology.
- Trains staff in new software applications on an "as required" basis to ensure staff are able to maximise IT resources.
- Assists in the resolution of network problems, maintains and repairs hardware and software to enable the smooth running of all Trust IT systems.

Specific Accountabilities:

- Ensure the effective use of IT and communication resources and prepare information for IT-based capital projects
- Ensure high standards are adhered to with regard to network security and data protection
- Assist the COO to ensure that ICT policies are in place to support the school's IT requirements
- Support the Leadership Team with Trust/school IT improvements, which would be reflected in improvement plans
- Lead the programme of IT projects undertaken by the IT team
- Assist the CFO in managing the IT budgets, identifying trends and budget projections and forecasting to assist the school finance department
- Create and manage all network user accounts, ensuring correct access rights and audit as required
- Maintain a comprehensive database of all support requests
- Sign off change requests within the IT change control system
- Manage the IT infrastructure
- Alongside the CFO procure ICT equipment on behalf of the Trust
- Ensure data stored on the system is current and out of date data archived in line with GDPR legislation and the trust retention policy
- Lead the management of the Trust's communications systems
- Carry out audits of school and staff internet usage, add filters where necessary and report as appropriate in line with school policy
- Identify school staff training issues and deliver appropriate training
- Carry out day-to-day IT operational issues and delegating to the IT apprentices where necessary.
- Take responsibility for health and safety issues where necessary and implement the Trust H&S policy
- Evaluate and improve own practice and take responsibility for personal professional development, maintain and update personal IT expertise
- Co-ordinate in the production of the school ICT development plan for both curriculum and administration networks to ensure that IT within the school continues to progress in line with ongoing changes.
- Advise and support staff and pupils on IT and provide training where necessary to expand their levels of expertise.
- Investigate, recommend and purchase new/improved hardware, software and teaching aids, to provide the most efficient systems and ensure value for money.
- Construct, install and oversee the usage of new hardware and software to develop school systems in line with changing technology. Carry out upgrades as appropriate to ensure the correct versions are in use at all times.
- Solve network problems, maintain hardware and software to enable the smooth running of all school IT systems.
- Provide and develop solutions for staff using IT products to ensure best practice.
- Promote the effective use of ICT within the Trust, to arrange awareness and encouragement to pupils.
- Carry out any other duties as directed by the COO, Executive Headteacher or Heads of School

In addition: 52 Week contract: School holiday period to focus upon:

- Bromcom updates / admin processes for the start of a new term/school year
- Disposal of old IT / communications equipment
- Whole-trust asset check
- Whole-trust projector & IWB audit - to feed in to IT development plan
- Installation of any software/hardware that cannot be completed during term time
- Clean up of old network/office 365 & email accounts

Future scope for the post holder:

- Support all members of the department in continuing to develop their practice, and promote collaboration and development
- Keep up to date with best practice within ICT and ensure these are disseminated across the team
- Evaluate and improve own practice and take responsibility for personal professional development, maintain and update personal IT expertise to exploit the capabilities of the administration IT network.
- Be committed to safeguarding and promoting the welfare of children and young people and follow the safeguarding policy.

Support for the Trust:

- To uphold all school policies and maintain confidence at all times.
- To be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person.
- To contribute to overall ethos, work and vision statement of the Viking Academy Trust.
- To participate fully in performance appraisal process, demonstrating a commitment to continuous development, identify opportunities for professional development and undertake training opportunities where appropriate. To keep abreast of developments in the field of ICT and undertake research as appropriate. To advise the Senior Leadership Team on emerging technologies and their applicability to the school
- To undertake broadly similar duties commensurate with the level of the post as required by the COO or Heads of School.
- To demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the COO or Trust Leadership Team.

Reviewed and amended February 2020.



1. PERSON SPECIFICATION

Qualifications

- IT qualification (E)
- Level 4 Diploma (or equivalent) and/or holding or working towards a full professional qualification with extensive experience in a relevant field.(E)
- GCSE Maths & English (Grade C) (E)

Experience

- Experience in all aspects of ICT technical support (E)
- Experience of relevant hardware and software.(E)
- Experience of staff management (D).
- Experience of Managing Budgets (D)
- Experience of creating an IT action plan (1 & 3 year priorities)
- Previous relevant experience (minimum 2 years) supporting IT Education (D)
- Software, hardware and network installation
- Familiarity with PC motherboards and all ancillary boards, setting of these boards and associated fault diagnosis
- Expertise in the use of Windows operating systems

Skills and Abilities

- Ability to work on own initiative is essential
- Excellent communication, inter personal and negotiation skills are also essential
- Demonstrate the ability to communicate with pupils concerning the use of IT
- Ability to prioritise
- Ability to work proactively as a part of a wider team
- Troubleshooting and fault-finding skills
- Requires skills to analyse and interpret data, such as usage trends; develops specifications for software and hardware.
- Good communication skills for offering information, advice and guidance on complex ICT issues, such as software compatibility; negotiates with suppliers.

Knowledge	<ul style="list-style-type: none"> • Theoretical knowledge of relevant ICT hardware and software packages • IT management techniques and practices - typically acquired in an ICT-related environment (e.g. managing data, reporting and software). • Relevant legislation relating to Data Protection and Records Management (GDPR). □ Windows 7, Windows 10 • Windows Server 2008 (R2) • MS Exchange 2010 • MS Office 2010, 2016, Office 365 • BROMCOM • Key Survey and other widely used Viking programmes • McAfee Antivirus • Up-to-date knowledge of computer market and current development • Up-to-date knowledge of current e-safety standards • Safeguarding and GDPR • wireless solution • HP switches • Apple Configuration

The purpose of this job and person specification is to indicate the general level of responsibility of the post. It is pointed out that the detailed duties may vary from time to time without changing the general character or level of responsibility entailed. There may be the need to provide assistance or undertake such other duties as may be reasonably assigned by the COO, Executive Headteacher or Head of School.

