



RET IT SERVICES

Senior IT Technician

Job Description

Grade: 8

Responsible to: IT Service Desk Manager

Post Location: All MAT Schools

Any queries relating to this document should be addressed to the Trust's IT Services Lead.



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Senior IT Technician

Key Responsibilities:

- Act as the lead technician for one or more schools forming part of the Trust.
- Act as a senior escalation point for complex IT issues across the Trust.
- Lead and mentor IT Technicians and Apprentices, providing guidance and support.
- Oversee the day-to-day operations of the IT Service Desk in the absence of the IT Service Desk Manager.
- Plan and implement IT projects, including infrastructure upgrades, system migrations, and deployments.
- Ensure the Trust's IT systems are secure, reliable, and compliant with relevant policies and legislation.
- Monitor and maintain network infrastructure, including switches, firewalls, and wireless systems.
- Manage and maintain server environments (physical and virtual), including backups and disaster recovery.
- Liaise with third-party vendors and service providers to resolve issues and manage contracts.
- Maintain accurate documentation of systems, procedures, and configurations.
- Support the development and implementation of IT policies and procedures.
- Provide training and technical guidance to staff and students on the use of IT systems.
- Ensure the Asset Database is up to date and that audits are completed and reviewed.
- Assist in budget planning and procurement of IT equipment and services.

Training

- Lead training sessions for IT staff and end-users.
- Stay up to date with emerging technologies and recommend improvements to trust systems and services.
- To receive training in order to advance one's personal development.
- Adhere to Trust safeguarding procedures and receive relevant training.
- Assist the IT Services Team in the management and creation of technical documentation and end-user guides.



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Other

- Represent the IT department in cross-functional meetings and initiatives.
- Support the professional development of junior team members.
- Take part in the Trust's staff development and appraisal process.
- Be familiar with, and follow, relevant sections of the Trust's Health and Safety policy.
- To adhere to the Trust's safeguarding procedures.
- Will be responsible for ensuring GDPR compliance.
- Supporting and encouraging the Trust's ethos as well as its goals, policies, and procedures.
- Will respond to correspondence promptly and as needed.
- Attend school events and provide technical assistance as needed.
- Will stay up to date on developments, current initiatives, and changes in their field and recommend improvements to Trust systems and processes.
- Seek, consider, and act on professional assistance and advice as needed and in consultation with the IT Services Lead.
- Be available for out-of-hours support when necessary, including evenings and weekends.

The post holder is expected to perform any other duties that are consistent with the position at any site where the Trust operates.

While every effort has been made to explain the main duties and responsibilities of the position, each individual task may not have been identified. Employees must comply with any reasonable request from a manager to perform work of a comparable level that is not specified in this job description.

Employees are expected to dress appropriately for their position as professionals and to set a good example for students.



Person Specification

Qualifications and experience

Essential:

- Attained a minimum GCSE grade 4 (or equivalent) in English and mathematics.
- Relevant IT qualifications (e.g., CompTIA, Microsoft, Cisco).
- Previous experience working in an IT environment, diagnosing and resolving complex problems.
- Experience managing IT infrastructure and cloud services (e.g., Microsoft 365, Google Workspace).

Desirable:

- Degree or higher-level qualification in IT or related field.
- Project Management Experience.
- Experience in an educational environment.
- Knowledge of Data Protection and Information Management within an educational environment.
- Experience in training staff in IT.
- UK Driving License and access to a vehicle.

Evidence:

- Application form
- Letter of application
- References
- Interviews
- Certificate/s (to be available at interview)



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Knowledge and skills

Essential:

- Strong leadership and mentoring skills.
- Working knowledge of network infrastructure, server management, and cyber security.
- Excellent troubleshooting and analytical skills.
- Strong communication and interpersonal skills.
- Proficiency in managing IT systems and services in a multi-site environment.
- Experience administering Microsoft 365 and/or Google Workspace for Education.
- Experience working with virtualisation technologies (e.g: Microsoft Hyper-V, VMWare).

Desirable:

- Experience with network cable installation (e.g. CAT5e/CAT6/CAT6A or Fibre).
- Familiarity with ITIL practices and service management tools.

Evidence:

- Application form
- Letter of application
- References
- Interviews

Personal Qualities

Essential

- Self-motivation and the ability to prioritise one's work.
- Able to manage multiple priorities and work under pressure, meeting deadlines and responding to unexpected situations.
- Committed to continuous improvement and professional development.
- Strong sense of responsibility and integrity.
- Commitment to safeguarding and promoting the welfare of children and young people.
- Be able to meet the physical demands of the role.
- Understanding the significance of personal responsibility for one's own health and safety.
- Commitment to the Trust's ethos, goals, and the entire community.

Evidence

- Application form
- Letter of application
- References
- Interviews



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Disclosure Level

Essential

A satisfactory enhanced disclosure certificate from the Disclosure and Barring Service (DBS) (previously known as CRB) will be required before an appointment to this post can be confirmed.

Evidence

Certificate from the Disclosure and Barring Service.