
Job description

1.0 JOB TITLE 3rd Line IT Support Technician

2.0 JOB PURPOSE

1. Take an active role in the management, support and continuous improvement of Trust-wide infrastructure and cloud services.
2. Assist the Head of IT with purchasing of IT within the MAT including the development of relationships with suppliers.
3. Support the Head of IT in delivering a secure, resilient and high-quality IT service across all schools.
4. Assist with the planning and delivery of infrastructure, cyber security and digital transformation projects.
5. Contribute to the development of IT strategy, standards, policies and procedures

3.0 DUTIES AND RESPONSIBILITIES:

1. Administer and support Microsoft 365, Entra ID, Intune, Autopilot, Exchange Online, Teams and SharePoint Online.
2. Administer and support Google Workspace and Chromebook environments.
3. Along with the Head of IT, act as an escalation point for complex technical issues.
4. Deliver infrastructure upgrades, migrations and technical projects across the Trust.
5. Monitor system performance, backups, disaster recovery and business continuity processes.
6. Maintain technical documentation, standards and knowledge bases.
7. Provide mentoring and technical guidance to 1st and 2nd line support staff.
8. Support classroom technology, safeguarding platforms and educational systems.
9. Follow a schedule of ICT maintenance activities across the schools, making amendments as appropriate for additional tasks/requests.
10. Support data integrity within the MAT.
11. Make suggestions for improvement and efficiency as appropriate
12. Maintain an up-to-date inventory of ICT software & licences in schools. Assist with the security of equipment and asset labelling as necessary.
13. To assist with the update of the website content when needed
14. Oversee the user creation process ensuring that appropriate properties, licenses and email addresses are assigned in the cloud solution and that ID badges are correctly configured.

4.0 SECURITY

1. Ensure compliance with GDPR, Cyber Essentials and Trust security requirements.
2. Lead vulnerability remediation, endpoint security, MFA and access control processes.
3. Monitor and respond to security incidents and risks
4. Deliver cyber-security awareness and technical training to staff.

5.0 OTHER DUTIES AND RESPONSIBILITIES

1. Request support from the Head of IT where appropriate.
2. Work with the Head of IT to develop your own knowledge and skills.
3. Undertake the necessary training associated with the post.
4. To ensure all tasks are carried out with due regard to Health and Safety
5. To undertake appropriate professional development including adhering to the principle of performance management.
6. To adhere to the ethos of the MAT
7. To promote the agreed vision and aims of the MAT
8. To set an example of personal integrity and professionalism
9. Attendance at appropriate staff meetings
10. Any other duties as commensurate within the grade to ensure the smooth running of IT across the schools
11. Willingness to work at and travel across to and between schools in the Trust as and when required.

The above list is indicative and not exhaustive. The 3rd Line IT Support Technician is expected to carry out all such additional duties as are reasonably commensurate with the role.

I agree that this job description conveys an accurate description of this job. This job description is not exhaustive and subject to review by the Strategic IT Manager in consultation with the post holder as appropriate to the changing needs of the MAT or anticipates changes in the job commensurate with the grade and job title. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Signed Date
On behalf of Excelsior Multi Academy Trust

Signed..... Date.....
Employee

Person Specification

3rd Line IT Support Technician

Criteria	Essential	Desirable	M.O.A
Education/Qualifications	Microsoft, networking or infrastructure qualification, or equivalent experience.	Azure, Cyber Security or Google certifications.	A.F
Experience/Knowledge	Experience in 3rd line support. Experience of the following: • Azure • Intune • SharePoint • Entra ID • Office 365 • Anti-Virus • Windows OS • Google Chrome OS • Mac OSX • Server OS • Data Migrations • PowerShell • Networking • VoIP Excellent IT skills and computer literacy. Be able to think creatively about current and potential future issues that will affect IT. Research and evaluate existing IT solutions with a constant eye towards future trends.	Education or MAT experience Experience with MIS and Safeguarding technologies	A.F/I A.F/I/Test A.F/I/Test A.F/I A.F/I
Skills/Personal Requirements	Excellent organisational skills. Ability to communicate effectively with a wide variety of people in a professional manner, face to face, on the telephone and in writing.	Work well in a team	A.F/I A.F/I

	Ability to demonstrate practical troubleshooting and problem analysis techniques. Good attention to detail and ability to show initiative. Ability to plan and prioritise workload without supervision and under pressure Excellent knowledge of Customer Service best practice. Willing to work flexibly and with enthusiasm. The ability to support/mentor colleagues The ability to be flexible and positive, dedicated and trustworthy Good organisational skills To be loyal and committed to the trust An ability to establish and develop positive relationships throughout the trust		A.F/I A.F/I A.F/I A.F/I A.F/I A.F/I A.F/I A.F/I A.F/I
Training and presentation skills	Undertake demonstrations and informal training of staff/pupils on hardware/software Attend and contribute to staff meetings as required. Interest in own personal development and willingness to undertake further training		A.F/I A.F/I A.F/I

All our schools are unique and friendly schools where all staff are valued and supported in their personal and professional development within a nurturing environment. We actively promote the Equality Act and will expect all applicants to demonstrate their commitment to equality to improve outcomes for all children who attend the school.

Applicants will also be required to demonstrate their suitability to work with children, including motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behavior and attitudes to the use of authority and maintenance of discipline.