



Senior Hub ICT Technician

JOB DESCRIPTION

Role Purpose:

The purpose of this role is to assist the Hub ICT Business Partner in delivering a reliable efficient and consistent ICT systems performance and comprehensive ICT support for the Academy staff and students

Key Accountabilities:

Reporting to the Hub ICT Business Partner, this post holder will be accountable for

- Ensure consistent performance of all ICT systems across our academies, providing reliable support and maintenance.
- Maintain an up-to-date inventory of software and hardware using the Trust's official asset register software.
- Provide efficient first and second-line support for Academy ICT queries, with technical escalation as needed.
- Operate the Academy ICT Helpdesk effectively, logging and resolving helpdesk calls within agreed service levels.
- Assist in managing the day-to-day operations of the network under the direction of the Hub ICT Business Partner.
- Support staff in using ICT equipment and networks, adhering to E-ACT's policies and procedures.
- Monitor security aspects and promptly address anomalies, reporting concerns to the Hub ICT Business Partner.
- Act as the senior point of escalation within the academy for any Service Issues.
- Oversee and manage the workloads of local ICT technicians, ensuring they possess the necessary skills for the supported service.
- Liaise with academy staff, the senior leadership team, and other stakeholders.
- Provide expert support for school ICT systems, performing hardware troubleshooting and repairs when needed.
- Offer high-level support to network users for office applications and productivity software.
- Interact with users via various communication methods to provide timely support and updates.
- Set up and support desktops, laptops, and other academy end-user devices.
- Manage reactive support calls and user service requests efficiently.
- Maintain user documentation, procedures, and libraries for installed products.
- Assist in-house training sessions as required.



Culture

- Responsible for the Health and Safety, security and welfare of self and colleagues in accordance with E-ACT's policies and procedures, reporting all concerns to an appropriate person.
- Responsible for working in accordance with E-ACT's policy relating to the promotion of Equality, Diversity, and Inclusivity

Undertake any other duties appropriate to the grade of the post as requested by your Line Manager.

E-ACT is committed to safeguarding and promoting the welfare of its students and expects all employees and volunteers to share in this commitment.

PERSON SPECIFICATION

Whether you're a 3 year old in nursery learning to explore the world around you, an 18 year old preparing to go to university, a new teacher understanding the demands of the job, a Head Teacher leading the learning in your academy, a member of the regional team ensuring efficient and effective operations or a trustee scrutinising and challenging the CEO, we want every single person within E-ACT to be driven by three core values:

- We want everyone to **think big** for yourselves and for the world around you;
- We want everyone to **do the right thing** in everything you do, even when this means doing something that's hard, not popular or takes a lot of time;
- We want everyone to show strong **team spirit**, always supporting and driving your team forward

We really believe that if we all do the right thing, support our teams and we all think big, believe big, act big, then the results will be big too!

This means that if you want to be part of E-ACT, you need to be able to embrace and embody these values in all that you do.



OUR VALUES

Thinking Big	• Show energy, enthusiasm and passion for what you do • Demand the highest quality in all that you do, and in the work of your team • Willing to champion new ideas and think beyond the status quo • Show an ability to think creatively and 'outside of the box' in your area of expertise, continually seeking improvements in what you do to make the organisation better • Be open to new ideas and change where it will have a positive impact on the organisation • Show a willingness to embrace different ideas and ways of thinking to improve E-ACT • Ability to 'look outside' – to continually learn about innovations in your field, new ways of doing things, and bring that learning into your work • Commitment to self-development, and developing your wider Team • Ability to self-reflect on yourself, your performance, and to think about how this could be improved further • Ability to encourage ideas from others in order to improve the organisation and build your team's confidence
Doing the Right Thing	• Have integrity and honesty in all that you do • Make decisions that are based on doing the right thing, even when this means that they're unpopular or will lead to more work • Take responsibility and ownership for your area of work • Have difficult conversations or deliver difficult messages if that's what's required to do the right thing by our pupils • Be transparent and open • Be resilient and trustworthy Stand firm and stay true to our mission



Showing Team Spirit	• Understand how you can have a greater impact as a team than you can as an individual • Understand how you are part of your immediate team but also a much wider organisational team, in working towards our mission • Recognise that everyone is important within E-ACT, and show an ability to build strong working relationships at every level • Recognise and celebrate the success and achievements, no matter how small, of your colleagues • Be generous with sharing your knowledge to help to develop others • Understand and be willing to receive suggestions and input on your area of work from others • Support your colleagues, even when this means staying a little later, or re-prioritising some of your work • Be aware of other peoples' needs and show an ability to offer genuine support • Show an awareness and respect for peoples' differences, and recognise how different characteristics and personal strengths build dynamic and great teams
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KNOWLEDGE, EXPERIENCE & SKILLS

Requirement

E – Essential

Assessed at

A – Application Stage

D – Desirable

I – Interview Stage

P – During the probationary period

		E	D	A	I	P
Organisational Fit	Thinking Big	X		X	X	X
	Doing the Right Thing	X		X	X	X
	Showing Team Spirit	X		X	X	X
Knowledge	5 x GCSEs including Maths and English grade 4-9 or equivalent	X		X	X	
	Relevant ICT qualifications or equivalent demonstrable ICT technical support experience	X		X	X	X
	Detailed working knowledge of Microsoft Operating Systems including Windows 10/11 and MS Server 2016/19	X		X	X	X
	Detailed working knowledge of standard Internet technologies such as SMTP, DNS, DHCP, TCP/IP	X		X	X	X
	Detailed working knowledge of Microsoft applications including Active Directory, IIS, ISA, Proxy Server, Office 365 & Microsoft AAD	X		X	X	X
	Demonstrable understanding of standard hardware and software technologies	X		X	X	X
	Knowledge of Disaster Recovery Techniques	X		X	X	X
Experience	Experience of supporting ICT networks and infrastructure such as Active Directory, Group Policy, DNS, DHCP, Hyper-V/VMWare , switch/firewall infrastructure and MDM Solutions	X		X	X	X
	Experience of supporting ICT systems including SIMS, internet, intranet and web technologies		X	X	X	X
	Experience in supporting the development of ICT provisions and systems	X		X	X	X
	Experience of fault identification and resolution on ICT systems	X		X	X	X

	Experience of ICT maintenance and repair	X		X	X	X
	Experience of working with Back Up Technologies	X		X	X	X
	Experience of working with Anti-Virus Technologies	X		X	X	X
	Experience of User Administration support and Group Policy Management	X		X	X	X
Skills	Ability to understand a range of organisational and technical procedures and the ability to disseminate to other staff	X		X	X	X
	Ability to design and set up spreadsheets and databases	X		X	X	X
	Ability to work effectively within a team environment	X		X	X	X
	Ability to organise and prioritise own workload and work to deadlines especially during periods of pressure	X		X	X	X
	Ability to build and maintain effective working relationships with colleagues and pupils	X		X	X	X
	Ability to develop and extend working practices	X		X	X	X
	Ability to communicate effectively with stakeholders at all levels using a range of techniques and media	X		X	X	X