Job Description for Lead IT Technician

Job Title: **Lead IT Technician**

Reporting to: **IT Service Manager / Deputy IT Service Manager**

Responsible for: **IT Service provision at Harrop Fold & supporting the overall delivery of IT Service to all academies**

Role Purpose: **To support the IT Service Manager and Deputy IT Service Manager in delivering, maintaining and supporting technology in academies taking the IT Service. Assisting in the management of staff within the service, including their activity, performance and development. Responsible for delivery of IT Services at Harrop Fold.**

Key Responsibilities

- Reporting to the IT Service Manager / Deputy IT Service Manager, contributing to the operational management of IT Services to support teaching and learning, business and administrative functions across the academies within the IT Service.

- Provide first and second line technical support, responding to users' helpdesk requests in a timely and effective manner to minimise any disruption to teaching, learning or administration at Harrop Fold.

- Support the IT Service Manager to create IT reports for the monthly reporting cycle at Harrop Fold.

- Line Management responsibility for specified Technicians.

- Oversee the provision of IT Systems across the academies to ensure high availability and suitable performance. With the support of the IT Service Manager, Executive Business Manager and School Principal to develop a sustainable strategy for refresh, taking into account educational requirements, emerging technologies and affordability.

- Responsible for meeting all SLA measures for the IT Service in Harrop Fold.

Specific Duties

Service Operation

- Implement all policies and procedures relating to security, backup, disaster recovery and acceptable use, as directed by the IT Service Manager at Harrop Fold

- Assist the IT Service Manager / Deputy IT Service Manager in the operation of the Helpdesk and the operational deployment of IT Service staff.

- Contribute to the professional development of other members of the IT Service team.

- Provide second line support for more complex requests and issues across the IT Service, performing diagnosis procedures on hardware, peripherals and applications and liaising with 3rd parties as required.

- Manage the performance and workload of IT Service Staff deployed to Harrop Fold.

- Support, assist and train as required all staff, students and visitors as deemed appropriate by Harrop Fold.

- Support the IT Service Manager / Deputy IT Service Manager by reporting on the performance of the IT Service at Harrop Fold against the SLA.

- Actively contribute to discussions on how the Service can be improved based on local knowledge and data from the service desk application.

IT Estate

- Support, maintain, develop and deploy all IT hardware and software resources used by Harrop Fold without exception, subject to exclusions which the SLT wishes to make (e.g. Hall AV).

- Maintain an accurate and up-to-date hardware asset register at Harrop Fold which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.

- Maintain an accurate and up-to-date software register at Harrop Fold, including license details, renewal dates and costs, which is used to inform the IT Refresh Strategy and Strategic Development Plan, in line with the annual budget cycle.
- Test and prove the efficacy of the backup procedures on a scheduled basis at Harrop Fold.
- Actively maintain and monitor the anti-virus /anti-malware provision and overall security of the IT systems at Harrop Fold on a daily basis to ensure the integrity of data, systems and resources.
- Support in the management of active network components including switches, routers at Harrop Fold.
- Manage Wide Area Network links at Harrop Fold in conjunction with United Learning and third parties
- Support the installation of additional servers and upgrading of the network operating system as required at Harrop Fold.
- Maintain internet filtering systems at Harrop Fold.
- Manage remote access to Harrop Folds IT systems.
- Support all third-party systems ensuring communication with [Named Academy] servers.

Personal IT Competences
- Strong skills in the management and troubleshooting of networked systems.
- Working knowledge of effective service management methodologies (FITS/ ITIL or similar).
- High levels of personal and professional integrity
- A proactive, flexible and versatile approach
- Ability to work effectively and calmly under pressure and manage multiple priorities
- A facilitative approach to problem-solving and a 'can do' mind set

General
- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the IT Service team.
- Uphold academies' policies and procedures at all times.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To represent Harrop Fold at events as appropriate.
- To support and promote Harrop Fold and United Learning's ethos.
- To undertake any other duties and responsibilities as reasonably required by the IT Service Manager, Deputy IT Service Manager, Executive Business Manager or Principal at Harrop Fold.

This post may involve both evening and weekend work and the post holder will need to demonstrate a large degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools' IT Strategy or the incumbent of the post.

I accept the above amendments to my job description and job title as detailed above.

Name (Print)   …………………………………………………………………..

Signed   …………………………………………………………………

Date   …………………………………………………………………

United Learning
The best in everyone™