# JOB DESCRIPTION: SENIOR IT TECHNICIAN

## JOB PURPOSE:

The Senior IT Technician provides second- and third-line IT support, taking ownership of escalated issues and ensuring the smooth operation of cloud-based and on-premise systems and networks.

The role involves troubleshooting, user administration, system configuration, and dealing with escalation of complex infrastructure and security issues. Working closely with the IT Technician and the IT Services Manager, the postholder plays a key role in delivering responsive, secure, and high-quality IT services across the School.

## MAIN DUTIES & RESPONSIBILITIES

### IT Services Team

The Senior IT Technician will:

- Work collaboratively and effectively with colleagues within the School IT team to support the development of the School's IT Services.
- Support School IT Services team colleagues with peer-to-peer knowledge sharing and training.
- Participate in annual performance reviews with the IT Services Manager.
- Under direction of the IT Services Manager, organise and monitor own workloads to meet organisational needs.
- Ensure the prioritisation of own workloads is implemented efficiently and effectively.
- Occasionally deputise for the IT Services Manager in their absence.

### IT Service Desk and Support

The Senior IT Technician will:

- Follow and deliver upon the School's IT service desk support and incident management policies and processes to all stakeholders.
- Follow and deliver IT service desk incident and support service offerings in line with the School's internal and external KPIs and SLAs.
- Support the IT Services Manager in ensuring that all stakeholders have access to the IT resources required to perform their roles effectively and efficiently.
- Provide 2nd and 3rd line support to stakeholders effectively and efficiently.
- Provide desktop on-premise support to stakeholders as required.

- Support the use of ITSM through the ITIL methodology, including incident problem and change enablement.
- Follow internal School IT policies and processes for the induction, movement and departure of staff.

**Service Delivery & Device Lifecycle Management**

In support of the IT Services Manager the Senior IT Technician will:

- Maintain and update an accurate asset management system for IT resources.
- Ensure the integrity of the School's records of IT assets and their assignments to stakeholders.
- Ensure the assignment of IT assets to stakeholders are managed, maintained, recorded and updated effectively and accurately.
- Maintain the School's IT resources.

The Senior IT Technician will:

- Follow relevant health and safety guidelines and participate in risk assessments where required.
- Install, configure, and deploy IT resources, including both hardware and software, in line with School operational IT policies and procedures, to support the delivery of IT to all operational areas.
- Install and deploy pre-approved software in line with School operational IT policies and procedures.
- Setup and support the use of AV equipment as required.
- Manage printing resources, ensuring that toner is stocked and ordered as appropriate.
- Liaise with third party suppliers providing the School with products or services.

**IT Training and CPD**

The Senior IT Technician will:

- Work with the IT Services Manager to develop and extend IT knowledge and capabilities.
- Participate in internal training and CPD as required.
- Advise the IT Services Manager on any specific training requirements.

**User Training and Documentation**

The Senior IT Technician will take a proactive role in developing and maintaining comprehensive internal and user-facing documentation, including detailed system guides and maps, support procedures, troubleshooting articles, and user manuals.

They will ensure documentation is kept accurate, accessible, and aligned with School standards and best practice. The Technician will also identify recurring support needs through ticket analysis and collaborate colleagues to produce targeted user guidance. Additionally, they may support and deliver structured training sessions or user workshops to enhance overall digital competence across the School.

**IT Systems and Infrastructure**

The Senior IT Technician will:

- Implement and support internal IT security policies, processes, and cyber-security measures and procedures at all times.
- Implement security measures to protect network and data integrity, confidentiality, and availability (CIA).
- Ensure network infrastructure is properly documented.
- Facilitate access to the School's IT networks and infrastructure, creating user accounts and ensuring appropriate access rights in line with internal IT policies and processes.
- Under direction of the IT Services Manager:
    - Administer the School's management information systems.
    - Administer the School's public cloud architecture, systems, applications and security.
    - Administer the School's on-premise network infrastructure, systems, services and hardware.
    - Administer the School's VOIP, CCTV, building management and print management systems.
    - Administer the School's safeguarding and content filtering solutions.
- Implement and monitor the operation of the School's back-up and recovery systems.

**IT Operations**

The Senior IT Technician will:

- Contribute to the internal School-wide IT services policies, processes, and procedures.
- Comply with internal School-wide IT and data-security policies.
- Advise the IT Services Manager on emerging educational technologies as appropriate.

- Keep up-to-date on developments in technology for the education sector, alerting and advising the IT Services Manager to developments that could support the work of the School IT Services team.

**GENERAL**

- Uphold a commitment to the School's Vision and Values.
- Adhere to the established dress code for IT Services staff.
- Support the School in its commitment to safeguarding and promoting the welfare of children and young people and expects all employees to share in this commitment.
- Fully comply with the Health and Safety at Work Act 1974 etc, the School's Health and Safety Policy, and all locally agreed safe methods of work.
- Participate in and fully support internal/external audits.
- Participate in the performance and development review process, taking personal responsibility for the identification of learning, development and training opportunities in discussion with the line manager.

**QUALIFICATIONS & EXPERIENCE**

Please refer to the Person Specification

**SUPERVISION RECEIVED**

IT Services Manager, Finance and Operations Manager

This job description is not necessarily a comprehensive definition of the role, every effort has been made to explain the main roles and responsibilities, but every task may not be identified, and the post holder is required to undertake such other tasks appropriate to the level of the appointment as required. The job description may be reviewed annually or earlier if necessary, and it may be subject to modification or amended after consultation with the post holder.

The School is committed to safeguarding and promoting the wellbeing of children, young people and staff. The expectation is that all staff will share this commitment.