



The Athelstan Trust

POST TITLE: IT SENIOR SUPPORT TECHNICIAN	SALARY: SCP 17 – 20 (£24,920 - £26,445)
RESPONSIBLE TO: TRUST IT MANAGER	
DATE:	May 2022

Responsible for No direct reports

Key liaisons School staff and leadership team
Parents and students
External agencies
Visitors
Contractors

Hours of Work Full time 37 hours p/w (All Year Round)

Purpose of role

To provide and assist with coordinating Level 1 and 2 IT Support and provide some Level 3 support as described below.

The post holder will provide a professional, effective and proactive service.

Duties

The post holder will be based at Chipping Sodbury School and may be assigned to other schools in the Trust on occasion.

Co-ordinate and provide IT Support

- Provide and assist with coordinating technical support to users relating to all IT, telecoms and AV equipment (henceforth referred to as "IT equipment").
- When working at any of the Trust's sites, monitor and respond to support requests sent to that site's ICT Support Mail box or answer phone calls/requests for support and respond as necessary.
- Ensure that all existing internal SLAs are honored through effective and accessible communication with appropriate groups of users.
- Provide limited Level 3 support to the school by checking network and server settings and with the agreement of the Trust IT Manager, make limited changes ensuring that they are appropriately documented.
- Request Level 3 support from the Trust IT Manager where necessary.
- Maintain network access rights including creating new user accounts and archiving old ones.
- Ensure that all IT equipment is kept clean, tidy and in a safe condition.
- Monitor and carry out routine and non-routine checking, maintenance, calibration, cleaning and fault investigation.
- Co-ordinate the provision and support of IT equipment associated with assemblies, meetings and other events.
- Prepare IT equipment for open evenings and other similar events that will occasionally require out of hours working.
- Diagnose and resolve workstation operating system and software problems.
- Assist all staff with technical issues and undertake other duties and responsibilities commensurate with the post.

Develop and maintain IT services

- Monitor the site's online data backup system.
- Assist with the co-ordination and carry out the installation of new IT equipment and the installation of operating systems and software onto them.
- Maintain and repair IT equipment or organise third-party maintenance and repair, seeking specialist assistance when necessary, in order to ensure safe and efficient operation.
- Have devolved responsibility for purchasing minor parts to effect repair or replacement.
- Be responsible for maintaining records of stock and loans of equipment and materials in addition to undertaking annual stocktaking, identify and order new stock as required.
- Create self-help and training resources.
- Be able to administer the school's managed printing solution.

Maintain all IT-based communications systems:

- Maintain the email system ensuring that new mailboxes are created and old mailboxes are deleted as required.
- Ensure that the school's telephone handsets are fully operational liaising with Trust IT Manager or the appropriate service provider as necessary.
- Administer the digital signage system.

Non-technical duties

- Liaise with the IT Technicians responsible for ensuring that the site's asset register of end-user IT equipment is kept up to date and keep a central record.
- Ensure the safe storage of equipment, materials and the disposal of waste and hazardous material in line with relevant regulations, guidelines and Trust procedures.
- Have delegated responsibility where required for petty cash and the purchase of relevant items locally when authorised, assessing the availability of suitable alternatives in line with best value principles and maintaining records of transactions and expenditure in accordance with the Trust's financial procedures.
- Actively contribute to training, support and development of other IT Services team members.
- Undertake clerical duties when necessary.

Data Protection and Safeguarding

- Work within the requirements of Data Protection at all times.
- Understand your responsibilities in relation to Safeguarding and Child Protection and how to highlight an issue / concerns.
- Remain vigilant to ensure all students are protected from potential harm.

General

- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties.
- The post-holder will be expected to contribute to the protection of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager.
- The post-holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to.
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed.

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

The Athelstan Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



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Person Specification – IT SENIOR SUPPORT TECHNICIAN	Essential (E) or Desirable (D)
Education	
A Levels in relevant subjects	E
IT related degree or equivalent professional experience	D
High level of numeracy and literacy	E
Certification in Microsoft desktop technologies	D
Qualifications in FITS Practitioner or ITIL Foundation	D
Experience	
In depth experience of supporting Windows 7 or later in an enterprise environment	E
In depth experience of supporting iOS in an enterprise environment	D
In depth experience of standard networking technologies including DNS and DHCP	E
In depth experience of Microsoft networking technologies including Active Directory and Group Policy Objects	E
Experience of working with a virtualised server environment	E
Experience of maintaining Microsoft Office 365	E
Experience of maintaining Google G-Suite	D
Experience of print management solutions, ideally PaperCut	D
Excellent working knowledge of school MIS systems e.g. SIMS	D
Behaviours	
Natural communicator	E
Professional and approachable	E
Confident and logical approach to problem-solving	E
Assertive, confident and tactful	E
Confident at following through on tasks and resolving enquiries	E
Pro-active and innovative	E
Positive attitude to change	E
Able to take on board constructive criticism and learn from mistakes	E
Skills	
Excellent written and verbal communication skills	E
Excellent planning and organisational skills	E
Ability to prioritise and multitask	E
Ability to diagnose and troubleshoot issues	E
Ability to use own initiative and work unsupervised	E
Current UK driving licence and access to a vehicle to allow travel between sites	E
Attributes	
Committed to the Athelstan Trust aims	E
Committed to Equality and Diversity	E
Committed to own continuing professional development	E
Other	
Work outside normal working hours - prior notice given	E
Good sense of humour	E