



South Shore Academy
BRIGHT FUTURES EDUCATIONAL TRUST



SENIOR IT TECHNICIAN

REPORTS TO THE HUB OPERATIONS MANAGER

About BFET

Bright Futures Educational Trust (BFET) is a partnership of schools based in the North West. Our aim is to provide a quality education that opens real choices for every one of our pupils, raising aspirations and helping every child to achieve their ambitions, no matter their background. The Trust currently has eight partner schools.

Bright Futures Educational Trust is establishing itself as a leader in educational excellence. The Trust's vision of, the best *for* everyone, the best *from* everyone is evident in everything we do.

We inspire excellence and believe in nurturing the abilities of all within our schools and communities. Our values of Community, Integrity and Passion enable us to empower our young people to build purposeful lives and have the courage and confidence to make a positive contribution to society.

The IT arrangements in each of our schools are critical in supporting the delivery of a world-class education. The IT support team across the Trust ensures the smooth running of our IT equipment across schools.

About the Role – Senior IT Technician

NJC Scale Grade G Full time

The Senior IT Technician will play a pivotal role in running the IT infra structure and systems across both academies within the Hub. The post holder will provide a high level of user support, utilising an IT desk service based on ITIL principles and play a key role in the planning and delivery of a number of IT projects. The post holder will be responsible for supporting a wide range of hardware and software solutions in the teaching and learning environments and in the administrative function of the Academy.

This post requires the post holder to work across both sites within the Hub and requires the post holder to occasionally travel to other Trust wide schools when additional support is needed. In addition, the post holder is required to complete occasional out of hours working.

Excellent teamwork, high standards and a capacity to work hard will be at the core of their success. They will be a creative thinker with the ability, determination and commitment to work collaboratively with the Head of School to continue the development of the Academy.

This post carries line management responsibilities for any IT technicians within the Hub.



KEY RESPONSIBILITIES

- Provide an efficient IT support service to academies within the Blackpool Hub. This will include desktop, network and infrastructure support.
- Contribute and maintain a process of IT incident call handling and escalation.
- Contribute to change management planning and coordination.
- Assist with the maintenance and support of all the Trusts IT systems and infrastructure when required.
- Support the Hub in project implementation as well as the implementation and maintenance of Trust IT standards and best practice.
- Learn new technologies as appropriate and be prepared to take a leading role in the delivery of IT change.
- Line manager and mentor to junior members of the IT team.

KEY FOCUS AREAS

Efficient IT Support Service

- Be responsible for the effective operation and management of the ICT network across the Hub.
- Be responsible for effective server management.
- Be responsible for the technical aspect of future Academy growth, advising the Executive Principal in respect of this in order to achieve an appropriately networked Hub system that is robust and fit for purpose.
- Create and manage all network user accounts, ensuring correct access rights and audit these regularly as required.
- Be responsible for the upgrading of the management information systems and inform Academy staff of any significant module and reporting changes.
- In conjunction with PDIG, develop and implement Academy policies and procedures for the use of ICT within the Hub.
- Advise teaching staff on the likely compatibility of new software and hardware.
- Install software and hardware as requested by teaching staff, and maintain a record of all installations carried out.
- Maintain an up to date database of ICT licences ensuring the Academy is meeting its legal obligations.
- Be responsible for ensuring robust system and data back-up procedures are in place and are tested regularly.
- Be responsible for the integrity and security of all academy Trust ICT systems, ensuring appropriate anti-virus software is deployed to minimise the risk of data and system loss and / or corruption.
- Carry out audits of student and staff internet usage, manage the filtering system and where necessary report as appropriate (in line with Academy policy).
- Ensure effective data and file storage.
- Be responsible for ensuring access rights across the entire system are appropriate and meet the requirements of the data protection act.
- Ensure ICT systems adhere to the principles of the Data Protection Act and guidance from the Information Commissioner.

IT Incident Call Handling and Escalation



- Maintain a comprehensive database of all support requests and effectively prioritise according to need.
- Provide technical support to staff and pupils as required.
- Support all staff in relation to the technical aspect of ICT hardware, software and SIMS and address training needs by providing appropriate CPD.



Project Implementation and Maintenance of IT Standards

- Be the Academy's resource of expertise in relation to developments in the field of ICT and legislation.
- Design and submit proposals for changes to the Academy's ICT infrastructure and supporting equipment; liaising with consultants on the specifications of these as appropriate.
- Liaise with senior colleagues and external contractors to provide costed proposals for submission to the Head of School and /or The Trust's Finance director with regard to the procurement of ICT equipment and infrastructure upgrades.

New Technologies

- Be the Academy's resource of expertise in relation to developments in the field of ICT and legislation.

EXPECTATIONS OF ALL ACADEMY STAFF

- Work professionally and effectively as part of a specific and wider Academy staff team.
- Demonstrate optimistic personal behaviour, positive relationships and attitudes towards pupils and staff, and towards parents, carers, governors and members of the local community.
- At all times to be a positive, professional role model for all pupils.
- Treat all students with dignity, building relationships rooted in mutual respect, and always observing proper boundaries appropriate to staff's professional position.
- Actively adhere to the Academy's commitment to safeguarding of all pupils and the promotion of pupils' well-being, in accordance with statutory provisions and academy policy.
- Carry out supervision duties as directed in the duty rota.
- Actively engage in the Academy's performance management process.
- Actively engage in the CPD programmes to develop skills and improve practice.
- Be familiar with, and follow, all Academy policy and practice to ensure a consistent high standard approach to all aspects of the Academy.
- Play a full part in the life of the Academy, to support its distinctive mission and ethos.
- Act as an ambassador for the Academy at all times and positively promote its reputation within the community.
- Attend Academy events and activities as directed by the Head of School.

Whilst every effort has been made to explain the main duties and accountabilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from the Head of School and / or Executive Principal to undertake work of a similar level that is not specified in this Job Description.

About the Person –Senior IT Technician

| | Essential | Desirable |
|--|--|---|
| Relevant Experience, qualifications Final Senior IT Technician March 2018 | Sound knowledge of: <ul style="list-style-type: none"> • Network Computing and IT support • Computer, server installation, configuration and maintenance experience. • Helpdesk procedures and be comfortable supporting a range of geographically spread IT users. | Microsoft or Cisco certification. Experience of virtualised environments. Familiar with Q365 cloud based |



South Shore Academy
BRIGHT FUTURES EDUCATIONAL TRUST

