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**Senior Regional ICT Technician**

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| **Scale/Salary** | NJC 21 - 25 (£26,975 to £30,095) |
| **Hours** | 37.5 hours |
| **Section** | ICT |
| **Location** | London and Bucks |
| **Responsible to** | Regional ICT Lead, Regional Operations Director |
| **Responsible for** | N/A |

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| **Role Purpose:** | Delivery of the consistent performance of all ICT systems and provision of high-quality customer service in line with agreed standards of service delivery. |

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| **Key Responsibilities** | * Delivery of the consistent performance of all ICT systems in line with agreed standards of service delivery.
* Support Academies with their use and exploitation of the Office 365 suite of applications, including TEAMS and SharePoint.
* Support the Regional Operations Director, Regional ICT Lead and Academy leadership with all ICT related matters.
* This is a regional position working across the Trust’s London and Bucks Academies.
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| **Main Activities** | **Software*** Support Academies with their use and exploitation of the Office 365 suite of applications, including TEAMS and SharePoint.
* Provide high level support to network users for office automation applications, such as word processing, spreadsheets, databases, e-mail and other productivity software
* Ensure the functionality and repair of all school computing equipment, rectifying problems and effecting necessary repairs within agreed timeframes
* Manage the day to day running of the network under direction of IT Lead.
* Support software suites and networking environment as appropriate

**Hardware*** Delivery of the consistent performance of all ICT systems
* Assemble and maintain equipment in working order, test equipment as required
* Support school education systems and perform hardware troubleshooting and repair on desktop and laptop equipment and other ICT equipment as specified
* o keep detailed current inventory of software and hardware in the Trusts official asset register software
* Set up and support of desktops, laptops and other end user devices Support staff using ICT equipment and networks within E-ACTs policies and procedures.

**Cyber Security*** Monitor all aspects of security and action anomalies as appropriate and report concerns to IT Lead.

**Technical and Customer Support*** To operate the Academy ICT Helpdesk effectively utilising the software and management tools provided and ensure helpdesk calls are logged and closed within agreed service levels
* Update users on the progress of calls and service requests
* Provide first and second line support for Academy ICT queries with technical escalation to IT Lead and third-party partners as appropriate
* Support the websites of E-ACT academies, edit and provide support to the ICT technicians in the region.
* Support in-house training as required
* Interact with users by means of telephone, remote access and face to face in order to provide timely support and communication.
* Respond to information requests in a timely and efficient manner
* To liaise with academy staff and senior leadership team
* Maintain user documentation, procedures and libraries for installed products
* Coordinate with internal and external stakeholders in order to maintain ICT service provision
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| **Additional Duties** | * To take part in Performance Management procedures
* Maintain strict confidentiality in respect of employees’ personal data in accordance with the General Data Protection Regulation and the trusts’ Data Protection policy
* Be aware of and support difference and ensure equal opportunities for all
* Contribute to the overall ethos/work/aims of the region
* Develop constructive relationships and communicate with other agencies/professionals
* Actively take part in all training and familiarisation activities as required.
* Participate in training and other learning activities and performance development as required
* To comply with all academy policies and procedures
* Recognise own strengths and areas of expertise and use these to advise and support others
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| **Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.****Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.****There will be some requirement for evening, bank holiday and weekend working as part of this role.** |

**E-ACT is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**

**This post is subject to an Enhanced DBS Disclosure.**

**E-ACT VALUES**

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.

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| **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
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| **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
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| **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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**PERSON SPECIFICATION**

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| **Requirement** | **Assessed at** |
| **E –** Essential | **A –** Application Stage |
| **D –** Desirable | **I –** Interview Stage |
|  | **P –** During the probationary period |

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|  |  | **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 |
| **Qualifications** | Formal qualification in an ICT discipline (or equivalent demonstrable experience) | X |  | X | X | X |
| Qualification in ITIL desirable   |  | X | X |  |  |
| 5 GCSEs at A-C, including English and Maths | X |  | X | X | X |
| **Knowledge** | Microsoft Server 2016 and 2019 and Windows 10 Desktop administration and management.   | X |  | X | X | X |
| Network hardware and infrastructure including switching, firewalls, VLAN and VPN technologies  |  | X |  | X | X |
| Microsoft O365, including Forms and Power Automate |  | X |  |  | X |
| Website Wordpress | X |  | X |  |  |
| **Experience** | Microsoft virtualisation technologies | X |  | X | X | X |
| Microsoft Azure management |  | X | X | X | X |
| User Administration support on Microsoft Active Directory networks |  |  | X | X | X |
| Educational IT solutions or similar infrastructures and environments    |  |  | X | X | X |
| Experience of working in a similar role in a school or college |  | X | X |  |  |
| MS Power Automate |  | X |  |  |  |
| Website Wordpress | X |  |  |  |  |
| **Skills** | Good technical understanding of the latest hardware and software technologies e.g. Servers, SAN’s, Switches, Desktops, Laptops, Tablets and Interactive Whiteboards   | X |  | X | X | X |
| Work effectively as part of a team   | X |  | X | X | X |
| Good problem identification and solving skills   | X |  |  | X | X |
| Be flexible and able to organise, prioritise and manage workloads effectively   | X |  |  | X | X |
| Ability to work proactively and on own initiative | X |  |  | X | X |