



## Senior ICT Technician

Salary / grade range	SO2
Location	Bradford. West Yorkshire
Reports to	ICT Manager

### Purpose of role:

To support the ICT Manager in leading, managing and supporting all technical aspects of ICT, ensuring an efficient, effective and proactive service to the Campus, supporting the overarching aim of continuous school improvement whilst keeping the school at the forefront of ICT.

### Staff Management Responsibility:

In the absence of the ICT Manager, line management of ICT Technician and ICT Apprentice.

### Key accountabilities (and specific duties / responsibilities):

- Providing support for the operational running of the IT network infrastructure and IT resources within the Campus across two physical sites.
- Providing support for the security and integrity of the IT network infrastructure.
- Supporting the ICT Manager in achieving best value for the Campus IT expenditure.
- Providing 2<sup>nd</sup> line support for IT Helpdesk incidents, ensuring efficient processing of the Helpdesk tickets and overseeing escalation to third parties when required.
- Providing support for the provisioning and maintenance of organisational directories including Active Directory, G Suite and Identity Management Systems.
- Developing solutions for adapting systems to meet the requirements of the Academies including the use of scripts and Group Policies.



- Providing support in administering and developing ICT systems including telephony, print, web filter, firewall, antivirus, OS deployment, network infrastructure, backup systems, MDMs and digital signage.
- Maintain documentation including detailed and up-to-date records of assets and maintain a knowledge base including the addition of detailed information for new and existing IT solutions.
- Working with the ICT Manager to develop IT systems and practices in line with the evolving demands of the organisation and advances in relevant technology.
- As directed by the ICT Manager, networking and attending management meetings with other ICT Managers and personnel from other Schools/Academies, specifically those who are part of the Co-op Academy Trust in order to share good practice and to achieve economies of scale.
- Providing support for developing and implementing risk management and disaster recovery strategies.
- Deploying IT resources most effectively to meet the requirements of the organisation.
- Assisting in the management, mentoring and development of IT Support staff.
- Responsibility for health and safety issues relating to area of responsibility.
- Comply with policies and procedures relating to safeguarding, child protection, health, safety and security and confidentiality, reporting any concerns.
- To carry out any other reasonable request as and when required.

Whilst every endeavour has been made to outline the main responsibilities and duties of the post, the above is not an exhaustive list of responsibilities. As business changes roles will naturally evolve. Job descriptions will be reviewed with jobholders and updated periodically to reflect this.