



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Senior IT Technician</b>
<b>Report to:</b>	Network Manager
<b>Duration:</b>	Full Time (40 hours per week)
<b>Salary Scale:</b>	Support Scale 14-17 (£24,951 - £26,477)
<b>Location:</b>	Bede Academy, Sixth Avenue, Blyth, Northumberland NE24 2SY.

### The Role

To support the Network Manager by delivering reliable IT support and customer services functions within the Bede Academy and other schools within the Foundation. This will involve communicating effectively with the senior management, staff and students. Take part in the training and support of staff and team to deliver a high-quality customer service.

Keep up-to-date with new technologies, hardware and software. Assist the IT teams in achieving optimal configuration and performance of existing technologies. The successful candidate will assist in translating education requirements.

### General Responsibilities

- Assist the Network Manager in providing network and server support.
- To maintain a high degree of customer service for all support areas.
- Provide first, second and third line support of both hardware and software.
- Installation, configuration and support for both server hardware and software.
- Installation, configuration and support of mobile devices including Laptops and iPads.
- Installation, configuration and support for LANs.
- Monitor network to ensure availability to all systems and perform necessary maintenance to support the network availability.
- Maintain and improve disaster recovery systems including backups and UPS.
- Assist in maintaining the operating system and security software utilised on the network, including the addition of new users to the network and the establishment of rights and privileges.
- Build/configure/deploy operating systems and applications.
- Anti-Virus installation/configuration and monitoring.
- Manage and implement new technologies or computer software as required, enabling the delivery of education in all curriculum areas.
- Creating documentation for installation, troubleshooting and training.
- Supporting users in the use of Computer equipment by providing necessary training and advice.
- Provide support to associate IT Support Technicians and training where necessary.
- Work with educational bodies to deliver the curriculum at the highest level.
- Proactive monitoring and preventative maintenance of the key systems.
- Possible travel to other Foundation schools as and when required.
- Any other reasonable duties as required by the Network Manager.



## **The Person Specification**

### **Essential Competencies**

- Technical knowledge and experience with the following technologies:
  - \* Windows 10
  - \* Microsoft Office and Office 365
  - \* Microsoft 365 admin center
  - \* Active Directory and Group Policy
  - \* Virtualisation and Hyper-V
  - \* Microsoft System Centre
  - \* Windows and SQL Server 2012/2016
  - \* TCP/IP, LAN, WAN, VLANS, VPN, WiFi Networking, DNS and DHCP
  - \* Anti-Virus installation/configuration and monitoring
  - \* Router/Switch configuration
  - \* Microsoft Endpoint management
  - \* Google Admin Suite
- Experience of Storage (SAN) and Network concepts.
- Excellent interpersonal skills, both written and verbal.
- Maintains strong attention to detail in high-pressure situations.
- Solid understanding of business practices with fundamental understanding of ITIL methodology.
- Good working understanding of ITIL Helpdesk.
- Creative and analytical thinking.
- Minimum 4 years prior IT experience required.
- A commitment to keep up to date with developments in technology.
- The ability to work alone or as part of a team.

### **Desirable Skills/Knowledge**

- A Microsoft certification such as an MCSA or MCSE or similar.
- Google Cloud certification.
- Good PowerShell knowledge.
- Apple device troubleshooting.
- A good understanding of HP Aruba networking.
- A good understanding of Apple School Manager.
- The ability to follow exact instructions.
- The ability to work to deadlines.
- Evidence of learning beyond the workplace.
- Excellent knowledge transfer and presentational skills.

### **The Package**

The starting annual salary will be £24,951. There will be 25 days annual leave (increasing to 29 days after 5 years' service), a pension scheme will be available as well as a free staff lunch served from the school's restaurant.