



Job Description

- 1. Job Title:** Senior IT Technician
- 2. Salary:** £29,857 -£31,799 (Sheiling pay points 17-19)
- 3. Hours Per Week:** 35 hours per week, typically 8.30- 4:30pm (excluding rest breaks)
- 4. Responsible To:** Network Manager / Deputy Network Manager

5. Role Summary:

To ensure a continuous high standard of performance, to respond to first- and second-line support requests via phone and online IT request ticketing system, resolving second-line support issues, escalating upwards as appropriate.

To lead on MIS operation, development and training across the site and workforce.

To assist with cyber safeguarding and cyber security across site.

To liaise between junior and more senior IT professionals in terms of task allocation and response to queries.

This post constitutes 'regulated activity' as set out in Schedule 4 of the Safeguarding Vulnerable Groups Act 2006, as amended by the Protection of Freedoms Act 2012; as a consequence, an enhanced DBS (Disclosure and Barring Service) certificate and Children and Adults Workforce Barred check will be required.

The Sheiling Ringwood is committed to safeguarding and promoting the welfare of young adults and expects all staff to share this commitment.

6. Summary of Duties and Responsibilities:

Technical IT Support

- Providing support to staff for hardware, software, audio-visual, printing, wireless, telephone equipment and the servers.
- Installation and maintenance of current/future IT hardware and software to ensure the effective working of The Sheiling Ringwood's IT systems.
- Assisting with communications with third party IT professionals.
- Setting up, maintenance and repair of computers, audio-visual equipment, computer-linked equipment and computer-related equipment.
- To manage effectively and proactively maintain incoming IT requests via the online ticketing system or phone.

- Assisting with the successful diagnosis and resolution of network, software and hardware faults, perform repairs, changes and upgrades to the systems in use, in order to improve the IT function within The Sheiling Ringwood and under the direction of the Network Manager.
- Provide advice, guidance and assistance to staff and students on developing their use of IT at The Sheiling Ringwood. This will include preparing and delivering training to groups of staff and/or students in the use of IT systems and other areas.
- Assist in the creation of IT departmental procedures and guidance, to increase knowledge base.
- Assist with IT security, data integrity and facilitate the efficient use of resources.
- Monitor and ensure the safety and security of staff and students when accessing the internet - supported by our website filtering, monitoring and blocking technology and software.
- Ensure that The Sheiling Ringwood's interactive whiteboards/interactive screens, data projectors, audio-visual presentation systems and other specialist educational IT equipment are ready for use and operating correctly.
- To contribute to the organisational use and implementation of AI and related software.

Management Information Systems (MIS) and Network Support

- Support the use of The Sheiling Ringwood's Management Information System(s) and ensure its ongoing support, development and training for all users.
- Provide training for staff and expand our training portal.
- Maintain a professional level of knowledge and skills related to the maintenance and support of The Sheiling Ringwood's networked systems – including assisting with upgrades - in order to competently maintain and support the entire site.
- Support the development and implementation of Power BI, building reports and supporting staff to use it to its full capacity.
- The provision of technical support and advice including the creation of user accounts, security permissions, mailboxes, access rights and user guidance, within predefined parameters.
- Analyse, progress and resolve technical faults and system changes in a timely manner, whilst also ensuring that more complex problems are promptly forwarded to the senior IT team.
- Give guidance to others on the IT Acceptable Use Policy in place at The Sheiling Ringwood, with particular reference to the safeguarding of children and vulnerable adults.

Maintenance

- Manage the structure of The Sheiling Ringwood's internal IT systems and contribute to the development of future cloud-based solutions (such as the TSR MIS and O365).
- Help to ensure patching of devices is maintained and kept up to date, in keeping with Cyber Essentials standards and best practices.
- Maintain the security of electronic mail accounts for all users, where requested and appropriate, including external access to The Sheiling Ringwood emails.
- Identify and resolve software, hardware and working practices required to fulfil IT specifications to a high standard, as defined by the needs of staff teams.
- Assist in planning and implementing changes to elements of the IT service, as required.
- Maintain the appropriate records of licensing and IT-related documentation as directed by line manager.

IT Administration

- Oversee the correct documentation of IT hardware in the inventory.
- Receive and check IT deliveries and associated invoices, notifying the appropriate person in any instance of discrepancies.
- Maintain a structured approach to rolling out new hardware or software, including testing and assessing the final user's training needs.
- Ensure the safe disposal of obsolete equipment, used consumables and waste materials in line with recognised procedures and legal requirements.

7. Additional duties and responsibilities:

- Demonstrate a commitment to continuing personal and professional development including a proactive approach to own training and professional development needs.
- Demonstrate a willingness to work flexibly, in response to service demands, including occasionally supporting events outside of standard working hours.
- Manage IT tasks, dealing with multiple and changing priorities in negotiation with line manager, demonstrating commitment to meeting deadlines and ensuring timely completion of workload.
- Always maintain professional and high quality inter-personal and communication skills.
- Keep up to date with new developments in software, hardware and networking, communicating ideas and initiatives to the designated line manager.
- Maintain the appropriate records, written and otherwise, of tasks completed and to keep line manager informed of progress with set tasks.
- Perform such other tasks as may reasonably be required by the line manager.
- Perform with appropriate professional care any other tasks, duties and responsibilities within reason that further the aims and objectives of The Sheiling Ringwood.
- Carry out the above duties in accordance with The Sheiling Ringwood's working policies.

The Sheiling Special Education Trust reserves the right to vary or amend the duties and responsibilities of the post and the post-holder at any time according to the needs of its charitable business.

Person Specification

Job Title: Senior IT Technician

Qualifications	Essential	Desirable
Suitable further education to include IT-related qualification(s) and sector-related, e.g. Microsoft/CompTIA Certification.	✓	
Evidence of continuing learning, training and professional development in IT.	✓	
Skills	Essential	Desirable
A good foundation and understanding of Windows 11 and Office 365.	✓	
Excellent ability/skills relating to a wide range of PC hardware and software configuring, installation, maintenance and use.	✓	
Organised, hard working, with excellent attention to detail and the ability to accurately document tasks undertaken.	✓	
Creative in problem solving together with willingness to take on and try new technologies, approaches and ideas.	✓	
Able to work both independently and collaboratively as a member of a team.	✓	
Able to relate to staff and students in a pleasant and empathetic manner whilst supporting common problems.	✓	
Able to respond professionally to constructive feedback, being an active participant in the processes of supervision and appraisal with a clear commitment to improving and developing own practice.	✓	
Prompt and timely, with an ability to prioritise tasks and manage resources appropriately.	✓	
Knowledge and skills of AI software.		✓
Knowledge and skills across MIS and Database management.	✓	
Knowledge and skills of providing training to staff across a wide range of abilities.		✓

Knowledge and skills of video editing software.		✓
Experience	Essential	Desirable
Troubleshooting network infrastructure, including switches, VPNs and VLANs.	✓	
An understanding of educational software and hardware in common use in schools/colleges.		✓
Awareness and understanding of strategies available for improving computing facilities for staff and students.		✓
Hands on first- and second-line technical support in a school/college including networks and the support of audio-visual equipment.		✓
Monitoring of security threats, firewalls, anti-virus protection, internal/external network activity and web filtering and web traffic.		✓
Maintaining and repairing hardware.	✓	
Usage of setting up or using Power BI.		✓
Other	Essential	Desirable
Satisfactory Disclosure and Barring Service through external checks.	✓	
Good report writing ability with specific regard to explaining technical issues in clear and simple terms.	✓	
A full clean driving licence.		✓