Job description:	**IT Team Leader, Scholars' Education Trust**
Grade:	H9
Hours:	37 hours per week, 52 weeks
Holidays:	27 days plus statutory bank holidays
Reports to:	Deputy Director of IT - Support
Based at:	Longdean School

Key areas of responsibility:

Daily Activities

- 2nd and 3rd Line IT Support for Staff and Students
- Responding to general technical queries
- Printer Support (connection, jamming, toner and credits)
- Apple OSX and iOS device support and advice
- Hardware Troubleshooting and support
- Software Troubleshooting and support
- Audio Visual Support (Projectors, presentations, audio equipment)
- To perform routine maintenance tasks on school ICT equipment including hardware, software and other peripherals
- Ensure the Teaching and Learning needs of the staff and leadership are met

Key Areas of Responsibility

- Work within the trust team to ensure all systems work reliably.
- Management of replacement hardware and spares
- Management of consumables stock levels and types
- Inventory update and management
- Cross trust support advice and trouble shooting
- After School Events with IT and Audio Visual requirements including stage lighting and audio equipment in liaison with the Media Technician.

Planning, Development and General Management

- Assist the Deputy/Director of IT with review of current hardware and software resources
- Assist the Deputy/Director of IT with quotes and ordering hardware and software
- Report to the Deputy/Director of IT by email of significant issues and progress
- Manage the department workload, prioritising as appropriate.
- Liaise with Department Heads as required for complex/ urgent work requests or conflicts.
- Assist and Advise the Director of IT with Short and Long-Term Plans
- Take part in regular meetings with Trust and School IT and Media Teams (may be held at other Trust Schools)
- Any other requirements as may reasonably be considered commensurate with the role
- The above to be in accordance with Trust and School's priorities

- To abide by and assist with Trust and School's ICT policy

Student Support

- Assist with students' day to day enquiries
- Advise students as to nature and cause of problems and advise System Manager of significant issues/fixes
- Monitor acceptable use of networks
- Ensure all students have reliable access to the School and Trust Networks

Staff Support

- Work collaboratively with all relevant members of staff to advise on required courses of action.
- Lead INSET and training sessions where appropriate
- Assist with staff general ICT enquiries and requests through a robust reporting and helpdesk system
- Work collaboratively with members of staff to advise on identified problems including required courses of action. For major issues consult with the Director of IT and/or eputy Directors to offer advice on possible solutions, time scales, priorities and inform relevant parties
- Instruct IT Media Technician in correct processes and procedures for IT department
- Instruct IT Media Technician in use of systems and technology specific to both schools
- Keep aware of activities and issues within the school that may affect IT or need specific attention from IT staff
- Suggest and develop improvements/required changes to processes within the IT department
- Raise to line manager any issues found within the school that need attention from IT
- Manage, support, train and develop IT/Media Technician to ensure they are skilled in their role.

Technical and other support:

- Stay up to date with technical knowledge required for the role, through self teaching and requesting training via Deputy IT Director as required.
- Work with the Helpdesk system to manage the workflow, workload and communicate with users, escalating issues, as appropriate, to Deputy IT Director.
- Maintaining network workstations, including iMacs, PCs, Printers, iOS devices, wireless network, Laptops
- Responding to general technical enquiries
- Maintain inventory of hardware and software
- Build multiple PCs, deploy software using SCCM
- Ensure backups run correctly, restore from backups as required using VEEAM.
- Responding to specific system enquiries for: iMacs, iOS devices, desktop phone system,
- Plus, any other duties as requested by the Director of IT and senior management and deemed to be appropriate to the role
- Attend appropriate meetings and training in order to carry out duties more effectively
- Work flexibly by arrangement with the Deputy/Director of IT to ensure requirements of the Trust and Individual Schools are met at all times
- Promote the ethos and values of the school through effective use and management of the IT networks and systems

Personal Specification:

The successful candidate will:

- Be willing and able to work as part of a team
- Have a good problem-solving ability and be able to stay organised
- Fluent Spoken and Written English
- Be able to use initiative and work without supervision or direction
- Be able to work under pressure and to tight timescales
- Have a good customer facing persona and be a "people person"

Skills

Required Technical Skills

- Knowledge of Hyper-V 2019, Windows 10, Office 2021 LTSC, Server 2016 onwards
- Active Directory
- Knowledge of iMacs, iPads, Windows OS, Group Policy
- Advanced Networking Knowledge (Patching, cable management, VLANS, Switching)
- Knowledge of PC hardware
- Audio Visual Skills (Projectors, Speakers, TV Screens)

Desirable Skills

- Ability to drive (for cross Trust travel)
- Management knowledge of Microsoft Endpoint MDM
- Printer management/repair
- Familiar with Smartboard Software
- Ability to Repair iMacs
- Lighting and Professional Audio setup and management
- Experience in any of the below would be beneficial:
  - Veeam Backup
  - SCCM
  - SIMS.net, or other education MIS
  - PaperCut
  - Meru Wireless
  - HP Switches
  - Office365
  - IP Phone System

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Whilst every effort has been made to explain the accountabilities and responsibilities for this post, each individual task may not be identified.

This job description is current, but following consultation with you, may be changed by the Chief Operations Officer to reflect or anticipate changes in the post which are commensurate with the salary and job title.