



LEAD IT TECHNICIAN

OAT Grade 6 (£30,296 - £33,945 per annum)

JOB DESCRIPTION and PERSON SPECIFICATION

JOB DESCRIPTION

Working Hours: 37 hours a week, flexible to meet the needs of the business. Working out of academy hours may be required. All year round working (52 weeks).

RESPONSIBLE TO: OAT Group IT Manager (Norwich Group) and CNS Operations Manager

VISION AND PURPOSE:

- The post holder will provide technical and operational support, guidance, and supervision for IT and other staff within the specified academy, to ensure effective day to day delivery of IT services for all users.
- The post holder be the senior IT team member on site for resolution of business-as-usual issues, responsible for using available resources to ensure IT service levels and standards are maintained in the academy. The role provides line management of junior IT staff within the academy, and from time to time will be required to support projects and service improvements, either in the academy or across the group.

KEY RESPONSIBILITIES:

- a. Work closely with the Group IT Manager and central IT staff to support daily operation of all IT services, ensuring consistency of quality, availability, compliance, and performance within the academy.
- b. Work as a member of the academy IT support team, to ensure access to services and support that are cost-effective, safe, and align with the strategic objectives of OAT.
- c. Working with the Group IT Manager, support cost-effective, technical and operational improvement projects for the academy, that align with the digital strategy, and agreed academy IT Development Plans (IDPs).
- d. Provide timely and effective support to academy staff, pupils, and other stakeholders, where required, to resolve technical incidents and problems, as per the OAT service level agreement (SLA).
- e. Establish and maintain effective working relationships with head office and academy IT teams across the group, for example to balance resources, and ensure the effective delivery of technical and operational improvements.
- f. Ensure access to training and support for academy teaching and support staff, to support the successful use of OAT technology, as required.
- g. Line manage academy IT staff.
- h. Support the Group IT Manager to identify training needs in the academy, and facilitate, or deliver, opportunities to upskill academy staff.
- i. Provide and contribute to the timely production of monitoring data and reporting for IT projects and academy IT performance, as required.

- j. Ensure procurement of technology complies with OAT procurement policies and procedures, and is aligned with the academy's IT Development Plan (IDP), and other approved monitoring and development tools.
- k. Carry out regular compliance checks against OAT policies and procedures, including those related to cyber security and safeguarding.
- l. With the Group IT Manager, support the development of academy improvements by embedding opportunities for academies to work together, to share IT resources and to maximise cost-effective IT provision.

Budget and Contract Management

- a. Working with the Group IT Manager, support and monitor the academy IT budget forecast and IT refresh planning, through academy IT Development Plans (IDPs).
- b. Maintain and update the asset register for the academy.
- c. Working with the Group IT Manager, act as the point of contact for contracts for academy IT services as required, and seek efficiencies in the procurement of goods and services.

Data Protection

- a. Work with the OAT data protection officer (DPO) to carry out data impact assessments on new and developing web systems.
- b. Work with the DPO to support collection and interpretation of data in response to FOI and subject type requests such as (SAR, right to forgotten, restricted, etc)

Contacts/Stakeholders

- a. You will work with a broad range of internal and external contacts and stakeholders, including Suppliers, OAT head office staff, academy support staff, specialist contractors and other stakeholders from various professional backgrounds.

Judgement, Decision-making authority

- a. To provide support and guidance, as well as appropriate challenge, to line reports.
- b. To provide professional guidance and advice to colleagues and stakeholders across the group.
- c. To expedite work instructions from the Group IT Manager, Regional IT Manager, and Director of IT.

Initiative, independence Judgement and Complexity

- a. Implementing and leading multiple, concurrent streams of work.
- b. The ability to plan well - mitigating threats and maximising opportunities.
- c. Interpretation of statutory and regulatory guidance to inform workstreams, actions and risk mitigation.
- d. Being able to confidently present to and seek approval from groups/committees, as applicable.
- e. Provide peer support, particularly across the specified group, to deliver effective improvements

This job description forms part of the contract of employment of the person appointed to the post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future.

CONTEXT

All staff are part of a whole Academy team. Each individual is required to support the values and ethos of the Academy. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

Due to the nature of this job, it will be necessary for the appropriate level of Criminal Record Disclosure to be undertaken. It is essential that you disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences.

This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Academy.

The applicant will be required to safeguard and promote the welfare of children and young people

PERSON SPECIFICATION

The person specification is related to the requirements of the post as determined by the job description. Shortlisting is carried out on the basis of how well you meet the requirements of the person specification. You should refer to these requirements when completing your application. Candidates failing to demonstrate any of the essential criteria will automatically be excluded.

You should be able to demonstrate that you meet the following criteria, measured by:

A: Application Form

B: Interview

C: References

| CRITERIA | Requirement | Assessment |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|
| Qualifications: | | |
| Numerate and literate | Essential | A |
| Degree in computing or computer science with a focus on IT Systems Management or equivalent qualifications. | Desirable | A |
| Experience: | | |
| Demonstrable experience that shows an excellent understanding of desktop and user support | Essential | AB |
| Demonstrable experience or appropriate qualification that shows a strong understanding of infrastructure and server support and management | Essential | AB |
| Demonstrable experience or appropriate qualification that shows a strong understanding of backup and recovery best practice | Essential | AB |
| Demonstrable experience or appropriate qualification in supporting local area networks – ie routing and switching, structured cabling. | Essential | AB |
| Experience and understanding of anti-malware software, common network security issues, including systems configuration and management. | Essential | AB |
| Experience of disaster recovery planning | Desirable | AB |
| Experience supporting all Windows operating systems, PC and server hardware and audio-visual technologies. | Essential | AB |
| Experience using Microsoft tools: Active Directory, Group policy, DHCP and DNS management. | Essential | AB |
| Experience using Microsoft tools: SCCM, cloud integration and administration of Azure AD and Microsoft 365. | Desirable | AB |
| Experience in ‘Green technologies’ and reduction in energy usage strategies. | Desirable | AB |

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| Experience of using formal Cyber Security procedures, protecting and recovering networks and devices from cyberattack. | Desirable | AB |
| Experience of managing Wi-Fi technologies. | Essential | AB |
| Experience of Office productivity tools and Microsoft Teams. | Essential | AB |
| Experience of working in a school environment | Desirable | AB |
| Experience of successfully managing projects from inception to completion. | Desirable | AB |
| Skills: | | |
| Strong listener and able to communicate in a clear and concise manner both on the telephone and face to face, who can effectively convey information at an appropriate level to a wide range of audiences. | Essential | A B C |
| A strong ability to analyse, interpret and resolve IT problems and to develop, report and implement practical, workable solutions. | Essential | B |
| Ability to develop and maintain effective working relationships with a wide range of people. | Essential | A B C |
| Excellent organisational skills, with the ability to use own initiative and work proactively both in a team and independently. | Essential | A B |
| Project management skills, understanding designs and project plans. | Desirable | A B |
| Able to work under pressure and to deadlines and deliver excellent results. | Essential | A B C |
| Personal Characteristics | | |
| Excellent interpersonal and organisational skills | Essential | B C |
| Enthusiastic, flexible and reliable | Essential | B C |
| Supportive, patient and non-judgmental | Essential | B |
| Other Requirements | | |
| Undertake the Academy's Induction Programme | Essential | B |
| Participate in development and training opportunities | Essential | B |
| Act as a first aider | Essential | B |
| Be able to carry out all duties to a high standard | Essential | A B |