

Job description: **IT Team Leader**

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: The Highfield School, Letchworth Garden City

## 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
* Ensure that exception reports in system messages are acted on, to clear the issue, e.g. failed backups, malware detection.
* Keep abreast of ticket trends and suggest processes or fixes to reduce tickets.

## 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.
* Investigate the more complex issues, troubleshooting etc to resolution. Where a solution is not found – escalate to third line giving details of what troubleshooting/testing etc has done.
* Be an Ambassador for the Trust within the school

## 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
* Be proactive with IT requirements for the school and IT infrastructure. Create plans for upgrades and maintenance.
* Take part in regular meetings with Trust and School IT and Media Teams (may be held at other Trust Schools)
* Be aware of what is happening in the school – attend Staff Briefings, meetings etc – to have an understanding if any of may affect IT Support.
* Any other requirements as may reasonably be considered commensurate with the role
* The above to be in accordance with Trust and School’s priorities
* Create and document local processes as required.
* 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.
* Have a rolling plan for self and the IT Tech’s training and knowledge enhancement, logging completed training.

## 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

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