



Pendle Education Trust

Senior IT Technician

Salary	Grade 5-6 - £19,698 - £25,481, starting point subject to experience
Hours	37 hours per week, 52 weeks per year
Closing Date	Wednesday 1 st December
Interview Date	Tuesday 7 th December
Start Date	Wednesday 5 th January 2022 or as soon as possible

Pendle Education Trust

Nelson and Colne College, Scotland Road, Nelson, BB9 7YT

Tel 01282 440 249 Email contact@pendleeducationtrust.co.uk

Company Registration Number: 08263591

Place of Registration: England and Wales



Purpose

To be responsible for supporting Network and IT systems across Trust sites to provide ease of access to suitable and relevant technology and network stability for our staff and students.

Role Specific

1. Working across the Trust's schools (Colne Primet Academy, West Craven High School, Castercliff Primary Academy, Casterton Primary Academy and Pendle Primary Academy) providing support and development of the IT infrastructure and all associated peripherals using Best Practice methodologies.
2. Work closely with the core ICT team to improve ICT services across the Trust and ensure continued service, including supporting and training junior technicians with more complex issues.
3. To lead on key projects within the ICT team, including being responsible for communications with 3rd party support and suppliers.
4. Attend ICT meetings across the Academies and liaise with colleagues where required for training sessions, future developments and Safeguarding.
5. Collaborate, co-operate and liaise with colleagues across the Trust, providing excellent service.
6. Perform routine checks on hardware and software systems including backup and disaster recovery procedures.
7. Installation and support of hardware and software as required.
8. Develop processes and procedures allowing for efficient use of time
9. Develop and maintain up to date inventory records of all relevant IT equipment across all Trust sites
10. Ensure that the Help Desk system is regularly monitored and updated in a timely manner as well as maintaining and updating the knowledge base for each school in the Trust.
11. Undertake repairs and maintenance of equipment and liaise with 3rd party companies for repairs, support, licensing and contracts.
12. Ensure Health and Safety procedures are in place and followed, alongside any training requirements.

Trust Responsibilities

1. Share the Trust's Vision, Mission, Values and Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities, and be actively involved in the Trust's culture of high expectation
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with Trust strategies
5. Contribute to cross-Trust events
6. Adhere to Trust policies and procedures including Health and Safety
7. Be responsible for safeguarding and promoting the welfare of children and young people
8. Any other duties that the Network Manager considers appropriate



Person Specification: Senior IT Technician

Qualifications and Attainments

4 GCSEs or equivalent including Maths and English at grade C or above	Essential
Degree level or equivalent technical qualification, and/or significant experience with a range of vendor specific accreditations (Microsoft, Cisco, VMWare etc.)	Essential
Driving License	Desirable

Training, Experience and Knowledge

Previous experience within an IT role, ideally in a second line support role	Essential
Ability to manage workload and time across multiple sites independently	Essential
Microsoft Server 2012/2016/2019 knowledge	Essential
Knowledge of cybersecurity and experience using Anti-Virus software (i.e Sophos)	Essential
Experience using Active Directory, Group Policy and software deployment	Essential
Experience administrating Office 365 / Microsoft Teams / Azure AD	Essential
Experience of Backup Systems (Redstor/Veeam etc)	Essential
Experience using filtering software and MDM	Desirable
Experience using SIMS MIS (or experience of other MIS systems)	Desirable
Experience using access control systems	Desirable
Experience using CCTV systems	Desirable
Experience using Follow Me printing	Desirable
Experience of Network equipment (Routers/Switches/Structured Cabling)	Desirable
Experience of V-Sphere or other virtual platforms	Desirable
Experience of IP telephony	Desirable

Personal Skills and Attitudes

A logical and proactive approach to IT development and maintenance	Essential
Display initiative, be positive and enthusiastic	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance	Essential
Possess excellent communication skills	Essential
Be a team player	Essential
Demonstrate a commitment to the process of continuous review and improvement	Essential
Suitability to work with children, young people and/or vulnerable adults	Essential
Flexible approach to working in line with the Trust	Essential





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