

Foundation IT Team – School Lead Technician & Educational Technology Specialist

Overview

The Digitally Enabled Learning Strategy will require high-quality, effective support for students and staff within each school. Students and staff need to be confident that when an issue arises it can be addressed in a timely manner and that they are kept fully informed about the progress of any resolution when an issue cannot be resolved immediately.

Foundation IT Team – School Lead Technician & Educational Technology Specialist

A School Lead Technician will work closely with the senior leadership within a school to ensure that the specific needs of the school are supported by the wider Team, acting as a single point of contact to ensure that issues are resolved quickly and effectively. In addition to providing purely technical support, they will work alongside subject specialists to assist in the effective implementation of specialist software.

Job Description

Reporting to: Foundation IT Team – Team Leader

Foundation IT Team

The Foundation IT Team provides IT support for all staff, students and parents across the Foundation, working under the leadership of the Foundation IT Team Leader and the direction of the Director of Digitally Enabled Learning.

Working as part of the Foundation IT Team, provide the following:

- a) support for the delivery of the Foundation-wide SLA across all schools and departments;
- b) adherence to Foundation policies and procedures;
- c) an initial point of contact for staff and students requiring help with IT issues and queries.
- d) proactive maintenance for IT systems and software;
- e) accurate service desk information to enable the analysis of issues and effective configuration recording and management;

- f) effective troubleshooting and analysis of issues, using the Strategic Technologies Team where appropriate;
- g) help create and deploy new client device software builds as and when required;
- h) support for the management of user accounts;
- i) support for the management of client devices and peripherals;
- j) support for activities associated with the Foundation Innovation Framework whereby staff and students may require a higher degree of support during the implementation and testing of new tools and technologies;
- k) support and direct the work of apprentice technicians assigned to them;
- l) occasional support outside of normal working hours, including weekends, for specific activities.

School Lead Technician

Whilst the technician will work across the Foundation, as and when required by the Foundation IT Team Lead, each School Lead Technician will be associated with a specific school within the Foundation. The School Lead Technician will act as an interface between the school and other members of the IT Team.

Work with the Foundation IT Team Leader and staff within the school to:

- a) monitor school issues and ensure that they are addressed in a timely manner;
- b) provide project management and technical support for IT Projects, Innovation Framework activities and general change management for that school.
- c) provide support for the apprentices working within the school;
- d) help for special occasions within the school where extra IT support may be required.;
- e) provide regular, proactive maintenance and monitoring of school-based systems and software to ensure that they can be used as and when they are required by staff and students;
- f) provide advice to staff and students about their choice of digital tools, technologies and services;
- g) support safe and secure use of digital tools within the school;

Educational Technology Specialist

Many of the digitally enabled learning and teaching activities within a school will involve core hardware and software tools that will be developed, implemented and supported by the wider Foundation IT Team, however, some technologies will be specific to a subject area and the technician will support the subject specialist in implementing and developing the use of these tools.

Work with the Foundation IT Team and staff within the school to:

- a) plan, test and implement new educational technologies required;
- b) regularly review and, where appropriate, update classroom technologies;
- c) regularly test classroom technologies, hardware and software, to ensure that they are working effectively;
- d) provide support for students and staff in the basic use of specific educational technologies being used within the school.

Person Specification

The following person specification indicates those areas that are either essential or desirable in the candidates being interviewed.	Essential	Desirable
Experience and knowledge of HP switching, Active Directory, SCCM, Meraki, InTune, Microsoft365 and Windows Server		✓
IT qualification and experience	✓	
Knowledge of both general ICT H&S issues relating to work, both for self and all potential users	✓	
Ability to train towards relevant IT qualifications	✓	
Excellent customer service skills	✓	
Highly motivated and enthusiastic	✓	
Experience supporting and using Microsoft Teams	✓	
Confident personality	✓	
Strong communication skills	✓	
Good organisational and problem-solving skills	✓	
A good level of written and spoken English appropriate to the context and audience	✓	
Experience of working within an educational setting		✓
Experience of working with people of all ages		✓
Experience of training others		✓
Reliability and Flexibility	✓	
A genuine interest in keeping up to date with ICT development.	✓	
A desire to develop their knowledge, skills and understanding through attending relevant courses and actively seeking to broaden knowledge and skills relevant to responsibilities.	✓	
A desire to maintain and extend personal expertise in specific areas of ICT to provide appropriate advice and support.	✓	
Able to work effectively on their own as well as part of a team	✓	
Ability to effectively organise own time	✓	
Commitment to own professional development	✓	

Ability to keep calm under pressure	✓	
A wholly professional attitude	✓	
Commitment to high standards and to raising these standards	✓	
Ability to be positive and enthusiastic	✓	
Understands their role in the context of safeguarding children, young people and vulnerable adults	✓	
Ability to form and maintain appropriate relationships and personal boundaries with children and young people	✓	
Understanding of the requirements of Equality and Diversity	✓	