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.