

Steypning Grammar School (SGS)

Job Description

Post Title:	Senior IT Technician
Steypning Grammar School is a vibrant and forward-thinking all-through school where technology plays a central role in teaching, learning, and operations. As a skilled Senior IT Technician, you will be instrumental in supporting both staff and students, helping to maintain and develop the effective use of technology across the school. This role offers exciting opportunities to lead IT within your school site whilst collaborating with key colleagues across the wider Trust. You will contribute to innovative digital initiatives and enhance the technological experience throughout the Trust.	
Hours:	37 hours per week, 52 weeks of the year.
Reporting to:	Head of Digital Learning
Working closely with:	Director of IT, Schools Leadership Team and School IT Team
Location:	Steypning Grammar School
Direct Reports:	School IT Technicians
Key colleagues:	The post-holder should expect to liaise closely with the Director of IT, Schools Leadership Team and School IT Team
Salary:	Grade 5 Band A
Purpose:	The role of the Interim Senior IT Technician to: • To provide high-quality technical support and maintain the school's IT systems, infrastructure, and devices. • To ensure staff and students have access to reliable, secure, and effective technology that supports teaching, learning, and administration. • To deliver responsive first and second-line support, resolving issues efficiently and minimising disruption to users. • To support the development, maintenance, and continuous improvement of the school's IT environment. • To work collaboratively with colleagues, suppliers, and the wider Trust IT team to deliver excellent IT services and customer support.

Key Responsibilities:	
Responsibilities	• Work with your team to deliver responsive IT support provision via the helpdesk system, email, phone, and face-to-face interactions, ensuring timely and effective resolution of issues based on priority. • Lead on the setup, configuration, and ongoing management of user accounts, groups, and permissions across platforms including Microsoft 365, Google Workspace, Apple School Manager, Active Directory, and other systems such as JAMF. • Lead on the installation, testing, and maintenance of hardware (desktops, laptops, mobile devices, peripherals) and software across both Windows and macOS environments. • Support the schools IT Team to troubleshoot and resolve network, software, and hardware issues, escalating more complex problems to the schools IT Manager when necessary. • Work with Cluster Leads and Director of IT in the planning and implementation of ICT projects, system upgrades, and new technology deployments aligned with the school's & Trust digital strategy. • Ensure IT infrastructure updates and maintenance are completed effectively and on time. • Take a lead role in the monitoring and upkeep of the school's ICT infrastructure, including networking, Hyper-V servers, and backup solutions. • Working with trust and school colleagues, ensure the schools IT systems remains compliant with data protection, web content filtering & IT security products. • Working with Trust IT Team & Digital leaders, Lead on the schools deployment of Apple devices through Apple School Manager and JAMF. • Lead the schools IT Team to ensure the classroom technologies, including interactive displays, peripherals, and classroom management software functional and up to date. • Maintain accurate records of ICT assets and manage stock levels of equipment and consumables. • Promote the safe, efficient, and responsible use of technology throughout the school community. • To work with external providers and colleagues across BET to ensure efficient repair turnaround times and minimal disruptions. • To line manage other IT technicians in the IT Team.
Qualities	• Experience supporting IT systems, networks, devices, and users. • Good knowledge of Microsoft 365, Windows, networking, and cybersecurity principles. • Strong troubleshooting and problem-solving skills.

	● Excellent communication and customer service skills. ● Ability to manage workloads, prioritise tasks, and work under pressure. ● High level of accuracy, organisation, and attention to detail. ● Commitment to safeguarding, confidentiality, and professional standards. ● Willingness to develop skills and embrace new technologies.
Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and a flexible attitude to work is essential to succeed	

Bohunt Education Trust is committed to safeguarding and promoting welfare of children and young people and requires all staff and volunteers to share and demonstrate this commitment.

The post is subject to an enhanced DBS check and satisfactory references. We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships

