Job role: **Senior Trust IT Technician**
Closing Date: **4th March 2020 at noon**
Salary: **£27,905 – subject to annual review**

Contract type: Permanent, 36 hours per week, full time
Start Date: As soon as possible

It is with great pleasure that I introduce you to Southport Learning Trust, a high-achieving family of schools including Greenbank High School, Stanley High School and Kew Woods Primary School.

Would you like to join our well-established and successful team as we seek to develop our IT service across our schools in line with our strategy and growth? We are looking for a knowledgeable, skilled and experienced Technician who has experience of a wide array of technologies and is comfortable working in a technical support environment.

The successful candidate will possess an enthusiasm for technology, the skill set to deliver all requirements around a range of IT systems along with the confidence to work on their own initiative. You will possess a passion for ensuring that production and back office infrastructure is performant, secure, well governed, available and scalable. You will be responsible for gathering, understanding, documenting and implementing the infrastructure needs of the Trust.

As an employer Southport Learning Trust will develop your career through an ambitious professional development programme and look after your well-being in a supportive environment. As an employee you will have access to an excellent pension scheme, well-being package and competitive annual leave.

We would like to invest in the long term career of an exceptional candidate and would welcome visits from prospective applicants. Please contact Mrs Diane Murphy on 01704 567591 extension 124 to arrange a convenient time.

Ian Raikes
Executive Headteacher – Southport Learning Trust

Senior Trust IT Technician – Job Description

Responsible to: Trust Strategic IT Network Manager

Responsible for: Assisting the Trust Strategic IT Network Manager in the management and maintenance of IT infrastructure, monitoring and reviewing IT systems across the organisation and ensuring any issues are addressed to ensure a high quality service is maintained and developed.

Post Title: Senior Trust IT Technician
Annual Salary: £27,905 – subject to annual review

Main Activities and Responsibilities

Main duties and responsibilities are indicated here. Other duties at an appropriate level and nature may also be required and will be negotiated.

- To contribute to the development and implementation of the Trust ICT Strategy.
- To assist in the design, development, provision and support of all of the Trust's IT and networking systems to deliver excellent levels of service, performance and availability.
- To work in a 3rd line capacity.
- To proactively make recommendations to ensure network stability and optimal performance.
- To liaise and work with 3rd parties for support and procurement of products and services.
- To update a ticket management system to maintain a detailed record of all faults and fixes.
- To ensure confidentiality is maintained at all times and data protection and security policies are adhered to.
- To mentor junior members of the team, providing individual training and development where required.
- To troubleshoot support desk issues across a wide range of technologies.
- To maintain security, preventing unauthorised access to school systems.
- To maintain technical documentation.
- To work as part of a team on project work and assisting with planning and implementation.
- To travel between Trust sites as required.
- To ensure that all data is managed and processed in line with the Trust Data Protection and Record Management Policies and any concerns and/or breaches are reported swiftly to the Data Protection Officer.
- To ensure policies and procedures are followed at all times.
- To attend staff meetings as required.

- To adhere at all times to professional business standards of dress, courtesy and efficiency.
- To work flexibly including out of hours if Trust activity requires.

Senior Trust IT Technician - Person Specification

Experience & Skills	Essential	Desirable
Minimum 3 years working in a similar post.	*	
Proven technical knowledge and experience of working with various networking technologies e.g. LAN,WAN,VLAN,VPN,DNS,DHCP and Wireless.	*	
3rd line desktop and server deployment and maintenance experience (Windows 10, Windows Server 2012 to 2019,SCCM,SQL,IIS).	*	
Experience of working within GDPR guidelines.	*	
A desire to learn and adapt to new skills and technologies.	*	
Experience of Office 365 and/or G Suite.	*	
A proven history of being able to troubleshoot and resolve technical issues across varying infrastructure and services	*	
Strong experience in working with virtualisation technologies (VMware/Hyper-V)	*	
Experience in remote diagnostics along with analysis and monitoring.	*	
Good knowledge of security and security principles.	*	
Experience managing backup environments (ideally using Veeam/DPM).	*	
Strong experience in Active Directory and Group Policy management.	*	
Good proven knowledge of firewalls/filtering.	*	
Work independently and proactively, without regular supervision.	*	
The ability to meet deadlines and work effectively under pressure	*	
Read and understood Keeping Children Safe in Education 2019	*	
An understanding of cloud technology and web facing infrastructure.		*
Experience of Apple technologies.		*
Relevant IT certification (e.g. MCSA, MCSE, VCP-DCV).		*
Knowledge of VOIP technology and support experience		*
Some experience of scripting e.g. Powershell, VBscript.		*
Experience of Azure management.		*

Application & Interview Process

Application Forms must be received by **Noon on Wednesday 4th March 2020.**

Interviews will take place the week beginning 9th March 2020.

If you would like to contact the Trust Strategic IT Network Manger regarding the role please contact Jon Gardner at jgardner@southportlearningtrust.org

Applicants are welcome to visit the Trust before submitting their application. If you would like to do this please contact Mrs D Murphy, HR Officer, via recruitment@southportlearningtrust.org or by telephoning the school 01704 567591.

Southport Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. All successful applicants will be requested to undertake an Enhanced Disclosure and Barring Service check.