



the  
**LatimerArts**  
College

# **INFORMATION PACK**

## **Senior IT Project Technician**

**REQUIRED FOR JULY 2024**



### Job Description

Role:	Senior IT Project Technician		
Line Manager:	IT Services Manager	Direct Reports:	
Scale:	GRADE H, Point 14 – 20	Hours:	37 hours per week, 52 weeks per year

### General Responsibilities

As part of the IT Services Team, monitor all critical systems, networking equipment, server hardware systems and deliver reliable and resilient IT systems to the school.

To lead in problem management and act as an escalation route for the IT Services Technician, designing and implementing solutions for problems where they occur.

### Specific Responsibilities

- To understand and be fully committed to the duties and responsibilities in relation to child protection and safeguarding young people.
- To assist the IT Services Manager in the strategic development and direction of ICT use and equipment.
- To assist in the maintenance of procedure documentation, ensuring it is accurate, up to date, and best practice is maintained.
- To actively monitor and maintain the network infrastructure.
- To carry out configuration and hardware maintenance of desktop computers, laptops and other IT hardware.
- To package and deploy software to appropriate users.
- To identify and design or source solutions for ongoing and reoccurring issues with ICT systems and equipment and to liaise with affected stakeholders about the status of such issues and repairs.
- To maintain the MIS systems, carrying out maintenance and updates as required and addressing problems.
- To lead on ensuring that the helpdesk is monitored and maintained so that an efficient service is delivered to users.
- To carry out day to day helpdesk ticket resolution when required.
- To maintain the IT Services inventory.
- To carry out ongoing training and development of other IT Services staff, and deliver in-house training where required.
- To continuously develop knowledge and skills and make recommendations for the improvement of systems as appropriate.
- To provide out of hours support when required.
- To deputise for the IT Services Manager where required.
- To undertake any additional duties as deemed reasonable by the Principal.

# THE LATIMER ARTS COLLEGE



## Person Specification: Senior IT Project Technician

### SELECTION CRITERIA (no priority order)

Qualifications	Essential	Desirable	Method of Assessment
Educated to GCSE standard	X		Application form / verified at interview
GCSE/GNVQ in ICT or equivalent		X	Application form / verified at interview
Mathematics and English GCSE or equivalent		X	Application form / verified at interview

  

Working with Children and Young People	Essential	Desirable	Method of Assessment
Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	X		Reference / interview
Knowledge and experience of the requirements of safeguarding within schools, including Child Protection		X	Application form / interview

  

Knowledge and Experience	Essential	Desirable	Method of Assessment
Minimum of 2 years' experience working in an IT role	X		Application form / reference
Demonstrates broad ICT and business knowledge	X		Application form / reference
Experience of communicating and working alongside managers and staff at all levels and with students	X		Application form / reference
Experience of providing higher level solutions to day to day problems	X		Application form / interview
Experience of working effectively to provide strategic solutions to longer term problems	X		Application form / reference
Experience with SCCM and InTune		X	Application form / interview
Excellent working knowledge of Microsoft programs and Operating Systems	X		Application form / interview

  

Skills	Essential	Desirable	Method of Assessment
Ability to think strategically and analyse options	X		Application form / interview
Strong interpersonal skills with the ability to communicate effectively with a variety of stakeholders including user, leadership teams and suppliers	X		Reference / interview
Evidence of commitment to professional development		X	Application form / interview