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| **JOB TITLE** | Trust IT Technical Manager | | | | |
| **RESPONSIBLE TO** | Trust IT Manager | | | | |
| **SUPERVISES** | IT Technicians | | | | |
| **GRADE** | 8 | Hours | 37 | Weeks | Full year (52) |

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| **JOB PURPOSE** |
| To provide high quality IT support to the staff and students at the schools in the Trust maintaining the IT infrastructure, printers, mobile devise and software to work efficiently to minimise downtime. To support the work and development of the IT Technicians. |

**MAIN RESPONSIBILITIES**

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|  | To resolve escalated incidents and act as an escalation point for the 1st/2nd Line Service Desk IT Technicians |
|  | To serve as a learning lead for the IT Technicians |
|  | To participate in and lead key IT project teams for new system and product roll outs. |
|  | To provide high quality IT support service for staff and students across all ten Trust sites. To ensure that issues are accurately recorded and updated on the Service Desk and resolved in line with the agreed Key Performance Indicators. |
|  | Continued development of the IT infrastructure including the installation of new software, new hardware and implementation of new processes / procedures under the direction of the Trust IT Technical Support Manager. |
|  | To maintain IT equipment (desktops, software, printers, telephones and mobile devices), investigate to ensure maximum availability and usage of equipment. |
|  | To produce user-friendly guides, to create and deliver training sessions to enable IT systems to be fully utilised by all staff and students. |
|  | Working with the Director of IT and Trust IT Manager manage the procurement and installation of required software to meet the educational and business needs of the Fallibroome Trust. |
|  | To be responsible for your personal and professional development and to undertake training in response to the changing needs of the job. |
|  | To actively safeguard and promote the welfare of children at all times. |
|  | To ensure that all activities are undertaken safely and to report any unsafe practices or conditions identified as soon as possible to a line manager. |
|  | Notwithstanding the detail in this job description, the job holder will undertake such work as may be determined to be at a level consistent with the main responsibilities of the job. |

# Person specification

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| **criteria** | **qualities** |
| **Qualifications  and training** | Relevant Microsoft certification (preferred)  Good general education  Ideally to A’ level |
| **Experience** | Strong technical knowledge of Microsoft platforms (server, desktop, Office 365) |
| **Knowledge** | Understanding of networking, exposure to Fortinet technologies (desirable) |
| **Skills** | Experience supervising IT Technicians and their professional development |
| **Personal qualities** | 3+ years of experience in a similar role |