Job Description

Job Title: Senior IT Technician

Reports to: IT Manager

Hours of Work: Monday to Friday 21 Hours a Week

Primary Business Unit: Central Business Services

Locality: Head Office (with Travel to Other Sites)

## Key Responsibilities and Main Duties

As part of a small, dedicated team, the Senior IT Technician will provide comprehensive IT support across the charity. This role involves the development, implementation, maintenance, and troubleshooting of hardware, software, networks, cloud services, websites, intranet, and databases, with all IT services managed internally.

## General IT Support

* Support over 400 users, including staff, volunteers, students, and individuals we support.
* Provide 1st, 2nd, and occasional 3rd-line support across diverse technical abilities, within established helpdesk parameters.
* Serve as the primary IT support contact, addressing and resolving technical issues while keeping relevant stakeholders informed.
* Support key systems, including Microsoft and Google Platforms
* Manage a range of hardware, including PCs, laptops, servers, switches, firewalls, mobile devices, network storage, Wi-Fi access points, IP phones, and interactive boards.
* Oversee IT needs across 22 locations in Essex and Norfolk, with travel to sites as needed.

## Onboarding, Offboarding and User Support

* Complete the onboarding and offboarding processes, ensuring hardware, software, and licenses are efficiently deployed or retrieved.
* Maintain high standards of customer service in all interactions, communicating effectively with users and stakeholders.
* Monitor and identify patterns in technical issues, escalating to IT Management when necessary, including capacity and incident trends.

## Security

* Monitor backup systems to secure and ensure retrievability of critical data.
* Document processes, incorporating improvements and lessons learned, to enhance procedural resilience.
* Ensure compliance with GDPR, information security, and IT management system policies.
* Implement a robust patch management system to maintain cyber compliance and mitigate risk.

## IT Infrastructure and Networking

* Assist with all technical aspects of hardware and software, including installation, upgrades, repairs, compatibility, and security.
* Maintain the charity’s network integrity, supporting the Business Continuity Plan and security protocols.
* Regularly audit and manage IT assets to ensure accurate records and timely disposal of retired equipment.

## Software Management

* Manage the software schedule, ensuring all deployed software is licensed.
* Conduct quarterly software audits to prevent unauthorized or inappropriate software downloads.
* Deploy necessary software across sites, ensuring appropriate access and security for Wi-Fi connections at each location.

## Training

* Coordinate with relevant teams to provide training on new systems, software, and processes.
* Stay updated on emerging IT trends and technologies that may benefit the charity.
* Complete mandatory courses required by the charity.

## Person Specification

### Education and Qualifications

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| Essential |
| * Relevant industry certifications, such as CompTIA A+, Network+, Security+, Microsoft Certified: Azure Fundamentals, Microsoft 365 Certified, or Cisco Certified Network Associate (CCNA). * GCSE English and Maths (A-C) or equivalent. * Demonstrated commitment to continuous professional development in IT. |
| Desirable |
| * Certifications in ITIL Foundation or other IT service management frameworks. * Experience with endpoint management, monitoring tools, or advanced cybersecurity qualifications (e.g., CompTIA Security+, CISSP). |

### Knowledge and Experience

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| Essential |
| * At least 4 years of experience in an IT support role. * Proficiency in hardware, networking, and security fundamentals, including hands-on experience with switches, firewalls, servers, IP phones, and Wi-Fi management. * Solid understanding of cloud services, backup solutions, patch management, and cybersecurity best practices. * Awareness of emerging technologies that could benefit the charity sector, such as cloud solutions and network security enhancements. * Familiarity with GDPR and data protection standards. * Strong communication skills for engaging effectively with all levels within the organization on IT matters. * Comprehensive understanding of IT security, risk management, and disaster recovery processes. |
| Desirable |
| * Experience in CQC and/or Ofsted-regulated environments. * Background in the charity or non-profit sector. * Previous experience in schools, academies, Local Authorities, or independent schools. |

### Personal Skills and Qualities

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| Essential |
| * Ability to function as a trusted business partner, building effective, productive relationships. * Commercial awareness, balancing risk with potential for growth and income opportunities. * Strong interpersonal skills with the ability to influence, persuade, and present well-supported recommendations. * Highly organized with attention to detail and strong time management skills. * Ability to work independently and maintain resilience under pressure. * Financially focused, with adaptability to respond to changes in external and internal priorities. * Commitment to clear values and principles, showing ethics, respect, and professional integrity. * Tact and diplomacy in communication, with empathy, confidentiality, and sensitivity to others' needs. * Dedication to ongoing professional and personal development. * Full driving license and access to personal transportation to travel across multiple sites. |

This job description is not exhaustive and may be amended according to the needs of the business. It is intended to give a broad outline of responsibilities. The full-time hours commensurate with this position are 35 hours per week, however, there is an expectation that the postholder will undertake such hours as are reasonably required to properly perform and fulfil the requirements of the role.