**Job Description: Senior IT Technician**

**Job Title**: Trust Senior IT Technician  
**Reports To**: Trust IT Manager  
**Location**: South East London and Surrey (Hybrid with travel as required)  
**Contract Type**: [Full-Time/Permanent]

**Job Purpose**

The Senior IT Technician will be responsible for overseeing and managing the Trust IT service desk queue, delivering project work to support London South East Academy Trust’s IT strategy, and providing advanced support to ensure the effective operation of IT systems across the Trust’s 13 schools. This role focuses on third-line technical support and strategic IT initiatives, ensuring a high standard of IT service delivery across the Trust.

**Key Responsibilities**

**1. Service Desk Management**

* Responsibility for the Trust IT service desk queue, ensuring tickets are resolved to the agreed SLA and staff are kept informed of progress and resolutions.
* Assign and prioritize tickets to the appropriate team members.
* Provide an escalation point for external IT support providers.

**2. Project Work**

* Collaborate with project teams and stakeholders to deliver IT projects as assigned by the IT Manager, ensuring they are completed on time, within scope, and budget.
* Provide technical insight where required to support Trust development.
* Collaborate with stakeholders to gather requirements, develop plans, and execute IT projects that align with the Trust’s strategic goals.
* Document and communicate project progress and outcomes effectively.

**3. Technical Support**

* Work with external support partners and schools as an escalation point for support issues.
* Support IT systems and infrastructure, ensuring they operate efficiently and securely.
* Collaborate with external support providers to resolve advanced technical challenges.
* Create and maintain technical documentation for use across the Trust.

**4. Collaboration and Training**

* Liaise with school staff and leadership teams to ensure IT systems meet their operational needs.
* Provide guidance and mentorship fostering their technical development.
* Create and deliver training materials to support Trust IT developments.

**5. Compliance and Security**

* Ensure IT operations comply with relevant legislation, Trust policies, and security standards.
* Ensure that safeguarding systems are working and meet best practice guidelines.
* Proactively identify and mitigate risks to IT systems and data.
* Assist in implementing and maintaining cybersecurity measures.

**Person Specification**

**Essential Skills and Experience**

* Experience in IT service management and technical support.
* Experience working on projects of varying size.
* Strong knowledge of IT systems, including networks, servers, and cloud-based services.
* Proficiency in troubleshooting complex IT issues and collaborating with external support providers.
* Ability to manage competing priorities and work to deadlines effectively.
* A full and clean UK driving license.

**Desirable Skills and Experience**

* Familiarity with the educational IT environment.
* Experience working within a multi-academy trust or similar organization.
* Knowledge of ITIL principles and best practices.

**Personal Attributes**

* Excellent communication and interpersonal skills.
* Proactive and solution-oriented mindset.
* Strong organizational and analytical abilities.
* Commitment to ongoing professional development.

**Working Conditions**

This role is a hybrid role, with travel to London South East Academy Trust schools or other Trust locations as required. Standard working hours apply, but flexibility may be necessary to meet project deadlines or resolve critical IT issues.

**Application Process**  
Please submit your CV and a cover letter detailing your suitability for the role to [Insert Application Details].

This job description is subject to periodic review and amendment to reflect the changing needs of London South East Academy Trust.