Durrington High School are seeking to appoint a

Senior IT Technician

Welcome to Durrington High School

An exciting opportunity has arisen for an experienced Senior IT Technician to join our dedicated team in delivering our long-term IT strategy, including leading on our school's migration to Microsoft cloud services. Are you passionate about education and the benefits IT brings to the learning environment? Do you want to work in a successful and forward-thinking school and Trust who offer a variety of benefits to staff and whose core belief is that all children are entitled to an excellent education? If so, read on as we would like to hear from you now!

This role offers the chance to take ownership, work on the implementation and support a broad range of platforms including; Microsoft Windows client and server estates, Microsoft InTune, Microsoft Azure, Exchange Online, OneDrive, Teams & the Google suite of applications.

You will thrive on working in a fast paced environment developing the digital education landscape. The successful candidate will bring a wide range of experience and skills, and be:

- A practical and enthusiastic individual, who is comfortable strategising; able to work independently and within a collaborative support team; dividing their time between project work, support and maintenance.
- Able to deliver with high attention to detail on operational and project-based tasks against demanding SLA agreements and challenging deadlines.
- Actively encouraging teamwork and knowledge sharing to develop both yourself and your colleagues.

- Able to step back and see the big picture and get involved in a "technical hands-on" way using your strong, current and broad ranging technical background to guide your instinct.
- Keen to use intuition to perform deeper analysis of problems outside of initial skills and knowledge
- Able to occasionally provide out of hours maintenance and support a 'best-efforts basis'.

If you feel that you can bring something special to our school and Trust, we want to hear from you now!

Chris Woodcock
Co-Headteacher

Shaun Allison
Co-Headteacher

The Role

Senior IT Technician

Responsibilities and expected outcomes:

- To assist the IT Manager in the day-to-day running of Durrington High School's computer networks.
- To secure outstanding outcomes for Durrington High School in terms of IT provision support, maintenance & efficiency.
- To support and contribute to the ongoing planning and development of IT systems and resources. Working with the IT Manager you will maintain a clear and deliverable strategy, this will be aligned to curriculum needs (current and future).
- To deliver an outstanding range of IT Services to all stakeholders.
- To respond to any other ICT-related issue arise and as required.

What can Durrington Multi Academy Trust offer you?

- Opportunities to develop in role and promotion for staff with the zest and desire to progress in their career.
- The opportunity to work with amazing young people and colleagues who are passionate about what they do.
- A happy school; relationships are very strong between staff and students.
- Health, well-being and work-life balance are extremely important to us. All staff are part of a health insurance scheme, have access to a range of support from external agencies and a free flu vaccination. We are always reviewing and seeking to provide additional benefits for staff.
- A fabulous modern and light working environment on a spacious site with on-site parking and rail and bus links close by.

Job Description

Safeguarding Responsibilities

- Demonstrate a commitment to keeping all children and young people safe.
- Report any safeguarding concerns in the workplace to the appropriate person.
- Maintain an awareness of Trust and school policies in relation to safeguarding.

Main Duties

- Provide proactive and reactive IT support to staff, pupils and visitors. Prioritising requests based on volume of impacted users and in line with school's ICT policy/staff structure.
- Support the IT Manager in the monitoring of ICT resources, diagnosis and resolution of network infrastructure, software and hardware faults (including peripherals and web servers)
- Liaising with third party suppliers and support teams to resolve issues
- Attend IT strategy meetings where applicable
- Work with school leaders to ensure their work is supported within the wider IT strategy.
- Support and work with Curriculum Teams in using IT to enhance the implementation of their curriculum (for example in the use of subject specific software and/or apps)
- Deputise for the IT Manager as and where appropriate
- To proactively build your knowledge of cloud computing services
- Provide support & guidance within the IT Team on cloud services
- To develop and support a cloud migration strategy and roadmap for Durrington High School

- Support with leading the development of cloud services and migrations across Durrington High School
- To be the lead for the development and support of Google products across Durrington High School.
- Work closely with the IT Manager to identify opportunities created by new technological and software advances to enhance Teaching and Learning and to ensure the smooth implementation of agreed whole school ICT strategies for change and improvement.
- Support the IT Manager to keep staff informed with upcoming updates, historic & current issues that may affect them.
- Ensure all IT requests are logged via the IT Service desk. Keeping the end-user informed during the resolution of the reported problem/request.
- Working within the Service Desk Team structure, provide assistance during an IT crisis situation, which may involve complex technical hardware or software problems.
- Support the rectification of cyber security issues within an appropriate time scale to make sure the school network is secure for students, staff and visitors.
- Support the maintenance of the school's telephone system. Liaising with external providers where applicable.
- To provide support to key staff in the updating of the schools website, social media and VLE.
- Support the IT Manager in the operation of key applications including Arbor and PS Financials. Liaise with key staff to manage updates and rectifying issues that may arise.
- Working with key IT Services colleagues, assisting the monitoring of schools digital safeguarding applications. Passing any concerns relating to Safeguarding to the schools designated Child Protection Officer or the Headteacher without delay.
- To maintain confidentiality at all times in respect of school-related matters and to prevent disclosure of confidential and sensitive information in conjunction with the General Data Protection Regulation 2018.

Package

Responsible to: IT Manager and Co-Headteachers

Salary Grade: Grade 7, scale point 14; annual salary £28,624.

Hours: Full time all year round; 37 hours per week; working on a rota basis between the hours of 07:00 and 18:00 (occasionally these hours may change to meet the needs of the school/department); occasional weekend work may be required; other hours as agreed with Line Manager.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task needing to be undertaken may not be identified. The postholder will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified within this job description.

This job description may be amended at any time following discussion with the Headteacher(s), and will be reviewed annually.

Candidate specification

Attributes	Essential	Desirable	How Identified
Qualifications	Level 3, equivalent IT qualification or experience Driving licence		Application, references.
Physical & Sensory	Ability to work under pressure and manage time/task priority effectively Ability to work independently and maintain a high degree of self-motivation Demonstrate robustness and resilience Support with the installation of IT equipment, this will include manual handling and working at heights Work in a busy office or similar environment	Ability to reach inaccessible areas for installation and maintenance of equipment	Application, interview, references.
Experience	Experience in a customer service environment	Working within an educational establishment	Application, interview, references.
Specialist knowledge	Experienced in the use of Microsoft Operating Systems. Excellent knowledge of Windows Server 2008-2019, Active Directory and Group Policy. Experience maintaining and supporting a range of desktop applications Experience using and maintaining desktop hardware Working knowledge of Audio Visual systems to include – audio hardware/projectors/TVs/Interactive whiteboards Understanding of backups, backup software and restoration methods Strong knowledge of Google Cloud Services	Experience maintaining switches and routers Good Knowledge of Microsoft Office 365 Good knowledge of Google cloud system Developing knowledge of Microsoft cloud/Azure	Application, interview, references.
Skills and qualities	Punctual Willingness to learn new skills Show enthusiasm and a desire to undertake further training Excellent communication and organisational skills Ability to resolve issues using own initiative Show outstanding attention to detail in issue resolution, documentation writing and communications Ability to work within tight timeframes. Be able to communicate clearly and effectively (both verbally and in writing) with staff,	Experience delivering excellent levels of service. Excellent problem solving and analytical skills. Project management skills Ability to write clear and concise technical documentation. Experience of managing relationships with third party suppliers	Application, interview.

	students and external providers providing regular and accurate updates of progress on specific issues/fault repair. Excellent judgement, discretion and understanding of appropriate behaviours.		

Safeguarding

Durrington High School is committed to safeguarding and promoting the welfare of all children and young people. We support all staff and volunteers through regular training and expect everyone working at the school to be proactive and adhere to our Safeguarding and Child Protection Policy at all times.

In addition to the statutory pre-employment checks, this appointment will be subject to an enhanced DBS check and a safeguarding background check and interview.

Durrington Multi Academy Trust is an equal opportunity employer and we welcome the unique contributions that everyone can bring to Durrington Multi Academy Trust in terms of education, opinions, culture, ethnicity, race, sex, gender identity and expressions, nation of origin, age, languages spoken, colour, religion, disability, sexual orientation and beliefs.

How to Apply

Applicants must complete the application form, either online or in Ms Word, and include a supporting statement explaining how they meet the essential criteria in Candidate specification. Applications along with a separate Supporting Statement need to be submitted by email to Laura Adams, Executive Assistant at ladams@durring.com or posted to Durrington High School, The Boulevard, Worthing BN13 1JX.

Closing date for applications is 9am, Tuesday 22nd April 2025