



Senior Technical Officer

Pay range:	PO2 (All-Year Round Working)
Line Manager:	Director of Information Services
Responsible for:	N/A
Hours of work:	37 hours per week. Flexibility is required as occasionally evening and / or weekend working may be required

Purpose of role

To manage the day-to-day operations of the school's ICT and Data landscape under the delegated authority of the Service Director, ensuring consistent uptime, end-user satisfaction, and supporting the integrity of data systems and statutory compliance.

Responsibilities

Helpdesk Co-ordination and Triage

1. Acting under the delegated authority of the Service Director, coordinate the daily workflow of the IS team. Ensure helpdesk tickets and data requests are efficiently triaged, and monitor daily progress against agreed KPIs, escalating persistent performance or capacity issues to the Service Director (who retains ultimate line management responsibility).
2. Champion and embed business processes for ICT and Data support as defined by the Service Director, providing day-to-day guidance to ensure the team adheres to standard operating procedures.

Network & Infrastructure Management

1. Manage server infrastructure, virtualisation, and storage.
2. Troubleshoot multi-device issues of considerable complexity (2nd/3rd Line Support).
3. Configure and maintain the school's firewall and internet filtering.

4. Manage back-up routines (including disaster recovery planning) and ensure GDPR compliance regarding technical security.
5. Manage remote access, BYOD infrastructure, and wired/wireless networks.
6. Plan and execute appropriate maintenance procedures for ICT equipment.
7. Contribute to the management of the IT inventory and advise on purchasing software/hardware solutions.
8. Oversee the school's access control systems.

Data Management & MIS Oversight

1. Contribute to the development of the Management Information System (Arbor), ensuring it meets the evolving needs of the SLT.
2. Where required assist with more complex day-to-day data management tasks within the MIS.
3. Contribute to whole-staff data literacy, by delivering higher-level training on data interpretation or complex systems and delegating specific system training as appropriate.

Innovation and Improvement

1. Undertake research and development of new technologies (Cloud, AI, Automation) under the direction of the Service Director.
2. Implement regular reviews of current Operating Systems, Hardware, and Data Platforms, upgrading/improving when necessary.
3. Forward planning for new developments in line with the agreed strategy.

Compliance & GDPR

1. Ensure ICT systems are compliant with DfE Security advisories.
2. Assist the Service Director in the preparation of SAR responses where required.
3. Ensure that all ICT and Data services comply with safeguarding legislation (e.g., Filtering and Monitoring standards).

Other responsibilities

1. Hold, or be willing to train to hold, at least Emergency First Aid for Schools/Colleges (or workplace equivalent) and be part of the school's first aid team.
2. To work as part of the Business Team to secure school improvement across the School.
3. To participate in professional and personal development programmes as required, including training and performance review.
4. To contribute to the administration team ethos through demonstrating a flexible approach to undertaking tasks and responsibilities.
5. To contribute to the overall ethos/work/aims of the school.

6. To be aware of, and comply with, policies and procedures relating to child protection and safeguarding, reporting any concerns to a designated person.
7. To be aware of, and comply with, health & safety; security; confidentiality and data protection policies and procedures reporting all concerns to an appropriate member of senior leadership team.
8. To support the School's Equality and Diversity Policy.
9. To appreciate and support the work of other professionals.
10. To undertake any other duties commensurate with the grade of the post.

Our school is committed to safeguarding and promoting the welfare of children and upholding fundamental British values and expects all staff and volunteers to share this commitment. The appointed candidate will be subject to a Disclosure Barring Service Check.

We seek to promote diversity and equality of opportunity. This includes gender, race, marital status, age, disability, sexuality, religion or faith. We also promote and practice the key Fundamental British Values to both staff and pupils.

Signed by post holder _____ Date _____

Person specification

CRITERIA	COMPETENCIES AND ATTRIBUTES	METHOD OF ASSESSMENT
Essential	Qualifications - College educated within a relevant discipline 5 GCSEs at A* to C including English and Maths	A
Desirable		
Essential	Experience - Support of Windows, macOS, and/or ChromeOS environments, including desktop, server, and managed networks. - Experience meeting defined SLAs and implementing solutions based on customer requirements. - Project teamwork and practical use of Disaster Recovery technologies.	A I
Desirable		
Essential	Knowledge, Skills and Abilities - Advanced Windows server management (Domain controller, File/print, DHCP, DNS). - Strong network management, wireless configuration, and security implementation skills. - High-level proficiency in Google Workspace. - Excellent communication skills and the ability to manage dynamic workloads. - Fast learner who works effectively independently or with staff up to the management level. - Ability to work methodically under pressure to deliver projects and resolve issues.	A I
Desirable		

Essential	Personal Qualities • Dynamic, level-headed, and passionate about delivering ICT solutions. • Analytical, methodical, and resourceful problem-solver. • Detail-oriented with strong documentation, communication, and customer-service skills. • Capable of delivering 1-on-1 and group training. • Committed to continuous learning, teamwork, and taking initiative in fast-paced environments.	A I R
Essential	Commitment • Dedicated to the happiness, progress, safeguarding, and attainment of all students at Guiseley School. • Aligned with the school's vision and ethos. • Willing to be flexible with working hours to meet school needs. • Committed to upholding Equalities, Data Protection, and Health & Safety policies.	A I