

Job Description – Senior ICT Technician (Bridewell)

Overall Purpose

The Senior ICT technician will be responsible for supporting the Director of IT and the Bridewell IT Team in the design, development and maintenance of the IT systems and infrastructure, ensuring the smooth running of supported IT systems. They will work across all Bridewell schools and specifically be responsible for managing the daily running of Longacre School and will co-manage the daily running of King Edwards School

They will ensure the security of all IT hardware through regular software and firmware updates and patching, providing outstanding, proactive and accessible support to all users. They will oversee the running of the helpdesk system and will also provide support and work collaboratively with the Bridewell IT Team to enable IT facilities to be used seamlessly for Teaching and Learning.

They will also assist in the IT development of schools and the Foundation in collaboration with the Bridewell IT Team. Due to the multi-site nature of the role, there is a requirement for personal transport.

Reporting to: IT Director

Location: Bridewell Schools - regular Locations generally 2 days per week at King Edward's Witley, 3 at Longacre School

Hours of work: Full time, 40 hours per week, exclusive of 30 mins lunch break, variable between 8am and 5pm, some flexibility will be required.

Annual Leave: 30 days per annum, inclusive of bank holidays, rising to 35 days inclusive of bank holidays after 5 years' service.

Main duties and Key responsibilities:

- Ensure the smooth running of supported IT systems
- Ensure the security of all IT hardware through regular software updating and firmware patching
- Provide enterprise grade, proactive, accessible support to all users
- Oversee support to users via the helpdesk system
- Provide first/second/third line support
- Resolve or collaborate on more complex and larger impact issues
- Provide support and work collaboratively with the Bridewell IT Team
- Enable Teaching and Learning to seamlessly use IT facilities
- Where appropriate and required, deputise for the IT Director

Strategic & Operational

- Support and provide input for the strategic and operational aspects of IT support
- Keep up to date with IT developments and technologies which could assist with future projects
- Support the successful delivery of any new projects or developments, supporting in planning and providing feedback on these to the IT Director
- Supporting the Foundation's IT Team to install, support and maintain IT hardware
- Provide regular updates to the IT Director through day-to-day interactions and assist with strategic developments
- Assist the IT Director in creating, managing and achieving, development plans for individual schools and the Foundation.
- Assist the IT Director in creating, managing and achieving, disaster recovery plans and backup solutions across the Foundation
- Assist in the broader operations of Longacre School where required

IT Hardware & Software

- Monitor the helpdesk and complete/assign tickets as per priority
- Provide 1st/2nd/3rd line support to all users within the Foundation, in line with the helpdesk procedures and priorities to ensure appropriate service levels are maintained and issues resolved satisfactorily
- Proactively review the full IT services technology estate and report findings to the IT Director
- Undertake a wide range of technical duties primarily in connection with maintaining, upgrading and replacing IT installations
- Testing equipment and supporting internal and external events where IT support is required
- Work collaboratively with the Bridewell IT team ensuring that work is prioritised, and support is completed to the highest level
- Check licencing for software, servers, etc to ensure we are fully compliant with the terms of the licences
- Ensure systems are compliant with up to date safeguarding requirements

System Responsibilities

- Responsibility areas within IT Services including but not limited to:
 - 3rd Party Management
 - Servers
 - Workstations & Laptops
 - Network Infrastructure – Firewalls, Switches, Servers, Wi-Fi
 - Asset Management
 - SharePoint And Virtual Learning Environment
 - 365 Management
 - Account Creation, Auditing and Management
 - Helpdesk Management
 - Backups And Recovery
 - Monitoring Of Systems and Users
 - Safeguarding Systems
 - Audio Visual Systems
 - Anti-Virus and System Protection
 - AI
 - VR Equipment
 - IT Risk and Vulnerability Management

Health and Safety

- Become well-versed in relevant safety procedures for the hardware
- Ensure all equipment meets health & safety standards, including basic electrical safety

Legal Responsibilities

- Have regard for the following:
 - The Copyright Act
 - The Computer Misuse Act
 - GDPR
 - Confidentiality of information pertaining to pupils, parents, and employees
 - Log and Audit Management

Other Duties

- Attend relevant training courses as negotiated with the Network Manager
- Know, understand and apply the school's policy on Safeguarding Children/Child Protection Policy and to ensure compliance for all areas of responsibility
- Support the spiritual life and ethos of the Schools and Foundation
- Ensure that an inventory of equipment is up to date
- Communicate important or significant actions taken when managing the equipment (so that others can follow)
- Review school policies on network and internet use and make recommendations to the IT Director
- Work with the IT Director to review progress, agree future tasks and activities
- Carry out reasonable duties as requested by the Director/ SLT
- Take responsibility for further agreed areas of responsibility within IT Support

Person Specification

Qualifications and Personal Qualities

- Qualifications in:
 - Networking
 - General IT Qualifications
- Commitment to personal development and life-long learning
- A good sense of humour and positive outlook
- A strong desire for, and focus on, continued improvement
- Willingness to learn
- Personal integrity
- Proactive and flexible working approach
- Calm, approachable and patient manner
- To have an interest in IT as a whole and how it can be used to provide a positive working and learning environment
- Genuine interest in school life; displays willingness to contribute to the school community
- Highly motivated, maintains high standards
- Strong team player
- A 'can do' attitude
- Have high level of effective communication and empathy skills
- Ability to work as part of a team, but also be self-motivated when working alone
- Ability to manage time effectively & complete tasks to a high level
- Excellent communication skills

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Experience

Essential

- Experience/knowledge of
 - Managing & supporting a wide range of devices and operating systems including Windows 11 and Server 2025
 - Managing & supporting office/365 environments
 - Managing & supporting users and devices via Microsoft Active Directory, Intune and Entra
 - Managing & supporting hardware devices such as printers, laptops, and pc's
 - Managing & supporting local area networks and wireless
 - Managing networks & applying network skills in a production environment (DHCP, DNS, TCP/IP)
 - Managing servers & clusters of servers for high availability (Hyper-V)
 - Managing and configuring firewalls (Watchguard, Sonicwall, etc)
 - Managing & supporting MECM/SCCM
 - Networking
 - Cyber Security Best Practices
 - Disaster Recovery and Backup

Desirable

- Experience/knowledge or Qualifications in
 - Microsoft
 - Cyber Security
 - Project management
 - HP/Aruba
 - CompTIA
 - ITIL
 - Supporting ISAMS, Engage or other MIS
 - Paxton access control
 - Managing & supporting CCTV systems and VOIP systems
 - HP networking experience/qualifications
 - Aruba and Clear Pass (Network Access Control) experience
 - Veeam backup management experience
 - Apple device support including Apple school manger/Jamf (Mobile Device Management)
 - Synology storage and backup.

The above is not intended to be an exclusive list of tasks and other duties may be expected as reasonably determined.

This job description will be reviewed as appropriate in consultation with the post holder.

Signed by (post holder) ----- Date -----

Signed by (manager) ----- Date -----

September 2025