

Job Title: Senior IT Technician Salary: £26-£30k (depending on experience)
Directly Responsible to: Directors
Supervisory Responsibility for: Junior Technicians
Other Contacts: Internal Contacts – Business Manager, Director, IT Technicians External Contacts – Customers (education, corporate and domestic), Tech Hub suppliers, third party contractors
Description: This role is to deliver and coordinate high quality IT services to customers of Tech Hub (North West) Ltd. The majority of the work will take place within primary schools, on-site via a scheduled SLA; however remote and ad-hoc/emergency work will also be carried out. Support will also be required for corporate and domestic customers.
Main Duties: <ol style="list-style-type: none">1. To deliver high quality support services to users of all levels and abilities on a variety of IT issues including Windows OS, Mac OS, MS Office, Office 365, Azure, Google G Suite, mobile devices, laptops, PCs, iOS and Chromebooks. The work is varied and challenging. You will carry out your duties over multiple sites for various customers. This will regularly include the following:<ul style="list-style-type: none">● The design, installation and configuration of computer hardware, operating systems, applications and solutions.● The monitoring and maintenance of computer systems and networks both on-premise and cloud-hosted.● Troubleshooting and resolving customers' infrastructure and network issues.● Providing documentation, training and guidance to customers for all IT solutions and applications● Installation of computers, network equipment, classroom interactive screens and more.2. To triage and respond to customers' service requests via ticket system, email and telephone in a friendly and approachable manner and according to Tech Hub's SLAs.3. To scope out projects as requested by customers, providing advice and recommendations where appropriate, and provide accurate and timely written quotes and/or proposals to customers.4. To procure goods on behalf of customers where required; being sure to gain consent from customers, follow company administrative procedures and maintain Tech Hub's profit margins.5. To provide cover for colleagues in times of illness and holiday.6. To follow company policies and procedures.7. To attend and report to internal and external meetings as directed.8. To undertake any necessary training appropriate to the role.9. To perform such other duties, appropriate to the role, as may be requested by the directors or nominated representative.

Job Description - Senior IT Technician

Competency	Essential	Desirable
Experience in IT within Education (working directly in a school, college or university)	✓	
Must have a full UK driving license (business only vehicle provided)	✓	
Ability to work and communicate effectively with customers of all levels of seniority and technical ability	✓	
Must be able to demonstrate logical and systematic problem solving	✓	
Must be able to work under own initiative	✓	
A team player who can stay focused under pressure	✓	
A project lead, able to independently design and implement solutions for schools and business, making use of cloud or on-premise resources	✓	
Excellent knowledge of PC and Mac hardware and components	✓	
Ability to diagnose and resolve a range of hardware and software problems on laptop and desktop computers	✓	
Thorough knowledge of Windows operating systems	✓	
A very good knowledge of Windows Server, including Active Directory, Group Policy, DHCP, DNS and WDS	✓	
A good knowledge of virtualisation, including Hyper-V	✓	
Network infrastructure and topology, including wired and wireless environments	✓	
Must be knowledgeable in current IT trends and social media	✓	
Good knowledge of TCP/IP networking	✓	
Knowledge of the implementation/migration and use of G Suite		✓
Knowledge of the implementation/migration and use of MS Office 365.		✓
Experience and knowledge of WordPress or other CMS		✓
Knowledge of CSS, HTML, PHP and MySQL		✓
A knowledge of basic Audio Visual systems, including PA systems, interactive screens and projectors		✓
A knowledge of Mobile Device Management		✓
A basic knowledge of MIS systems		✓
Experience in installing CCTV		✓
A knowledge of VoIP		✓
Knowledge of Amazon AWS and Microsoft Azure services		✓
PASMA (specifically portable scaffold tower assembly and use) qualification and/or ladder safety, use and inspection.		✓