## **Job Title**

Technical Lead

## **Reports To**

Head of IT Services

## **Location**

Alexandra House Office with regular travel to customers as required.

## **Hours**

35 hours per week, Monday to Friday

## **Salary**

Up To £40,000

**Primary Role:**

To deliver high quality technical project work, alongside efficient technical support to One Education’s customer base. Deliver 3rd line technical support, as well as being a technical escalation point for both 1st and 2nd line technical support staff and is a senior authority in all core technical areas, with a focus on servers, networking, infrastructure and security. Deliver a high standard of project and pre sales work.

**Main Responsibilities:**

* Line management responsibility for the Technical Consultant

* To attend meetings with potential customers to determine technical and business requirements and ensuring that all necessary information is collated prior to producing a solution.
* Provide technical solutions in a professional manner and to agreed timeframes
* Know and understand the IT Service KPIs relating to the support services offered to our customers and be proactive in ensuring that these are achieved
* Monitor, diagnose and resolve 3rd line technical support tickets. These may include, but are not limited to, external connectivity, core infrastructure, server estate and any fault affecting a significant number of users on a customer site
* Deliver a high standard of pre-sales technical consultations to customers, working closely with IT Account Managers, to deliver growth in customer partnerships. Advise on the best solutions they require.
* Manage customer installation projects such as network infrastructure upgrades and server estate upgrades. Ensure projects are kept to budget and customers are kept up to date.
* Provide formal and informal technical training, to both customers and One Education Technical Teams.

Demonstrate a willingness to work flexibly, sometimes outside of normal core hours, in response to service demands as agreed with the Head of IT

Must be able to travel to various sites as required

This role will require occasional attendance at evening and weekend meetings and work in schools outside of Manchester. Where the post holder is disabled, every effort will be made to supply the necessary aids, adaptations or equipment to allow him/her to carry out all the duties of the post. If, however, a certain task proves unachievable job redesign will be given full consideration

# Skills, Experience and Qualifications:

**Essential:**

* Proven experience as an IT Consultant, showcasing a strong understanding of IT systems and their applications.
* Ability to troubleshoot hardware, software, and network problems effectively.
* Microsoft Server 2016/2019/2022
* M365 Migrations – SharePoint/One Drive/Teams
* Server migrations and installs.
* Firewall installations and problem solving
* Switches – Installs/problem solving/VLAN Configuration
* Experience in project management, demonstrating excellent analytical and problem-solving skills.
* Strong team player with excellent communication and presentation abilities.
* Customer service-oriented mindset with the ability to understand and address unique client requirements.
* Excellent verbal and written communication skills
* Excellent organisational skills with the ability to multi-task
* Ability to produce management information reports and data
* Experience of developing professional and effective working relationships with customers and key stakeholders
* Experience of delivering a high level of customer service

**Desirable:**

* Degree in computer science, IT, or a relevant field
* Leadership and staff management skills and a track record of guiding services to meet operational goals
* Excellent motivation, communication, team working and negotiation skills and the ability to win confidence and credibility across a broad range of stakeholders
* Analytical skill to review, interpret and use statistical data and management information to identify need, develop educational and business focussed solutions and review progress of solutions against their objectives
* Proven ability to forge partnerships and build positive working relationships, negotiate with and influence other partners and organisations
* Experience of developing and delivering conferences
* MSP Experience