



THE PRIORY
LEARNING TRUST

JOB DESCRIPTION – 1st Line IT Technician

Job Title: 1st Line IT Technician

Grade: TPLTSS 4

Line Manager: Deputy Head of IT

Main purpose of the role

Under the direction of the Deputy Head of IT, support the IT infrastructure of the Trust by assisting staff and students with support requests, the building and maintenance of IT and network equipment, Audio/Visual equipment, whilst governing the asset register for all hardware.

Be a subject matter expert for Trust IT hardware and software, ensuring smooth daily IT operations of all relevant equipment.

Main Duties and Responsibilities

Help solve problems, advise, and provide 1st line support to students and staff in relation to IT issues via phone, remote & tickets at all Trust sites as required (hardware and software).

Deploy and help maintain laptops, desktops, and tablet computers (Microsoft, Apple and Google devices) (hardware and software). Ensuring they are kept up-to-date with the latest security, updates, and software.

Help maintain all IT equipment across the school (including daily room checks) and deal with repair and warranties when appropriate.

Liaise with relevant suppliers (internal and external) where required to help maintain new and existing contracts (such as Printers, MFD's etc.).

Provide support for core business services such as Google Workspace, that includes, Email, Drive, Calendar, Classroom etc. Assist with technical knowledge when required.

Install and commission Audio/Visual equipment and provide support around the Trust, as well as out of hours events such as Open Evenings and other meetings.

Help maintain the inventory asset register, ensuring all records are kept up-to-date on the internal helpdesk (new, scrapped, changing equipment and auditing).

Cable and expand IT infrastructure to meet changing school needs as required.

Provide support for the wireless network and Internet access to staff, students and guests – providing instruction where necessary.

Day-to-day user account management (passwords, creation, health checks, etc.) involving use of Microsoft Active Directory.

Assist staff with the operation of software (Microsoft Office, SIMS, various Apple software applications, etc.) and advise on best practice in line with the relevant policies and procedures regarding backups and file management.

Help maintain Digital Signage services.

Deliver a continuous high level of customer service.

Data inputting as required.

Any other duties commensurate with the post.

Safeguarding Responsibilities

This role works directly with students and is therefore classed as regulated activity. Details of our Child Protection & Safeguarding Policy can be found on Access.

Be committed to safeguarding and promoting the welfare of children and young people.

Work Demands

Able to work to strict deadlines but also be flexible to deal with changing priorities and unforeseen circumstances which could be lengthy to resolve.

Ensure that strict confidentiality is maintained at all times.

Physical Demands

Normal physical effort required.

Can work at ceiling level height and operate a ladder safely.

Working Conditions

Role is office based and will include attending schools within the Trust to support ticket requests, maintenance and installation of IT related equipment. Mobility between sites is essential via a valid drivers licence and access to a car.

Expectations of Jobholder

Be aware of and comply with Trust policies as well as individual academy policies and procedures.

Ensure effective quality control and continuous improvement in all aspects of the work and responsibilities attached to this post.

Demonstrate professionalism towards sensitive and confidential information.

Commit to professional self-development, through participation in training, to include any necessary health and training and annual safeguarding training.
Undertake such other duties as are commensurate with the grade of the post.

This job description only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out. This job description may be amended at any time following discussion between the line manager and member of staff and may be reviewed annually.

Supervision received

The post holder will receive direct supervision from the Deputy Head of IT

Supervisory responsibility

The post holder does not have supervisory responsibilities.

Skills/Qualifications

Please refer to the Person Specification for full details. Please note all original qualification certificates will need to be presented on the day of interview for verification and production of these certificates forms part of the conditional offer checks.

Person Specification

Job Title: 1st Line IT Technician

Qualifications & Experience

Essential	Desirable	Measured By
GCSE Maths & English (or equivalent) at Grade C or above	5 GCSE's grades A* - C or equivalent (including English, Maths and IT)	Application form / Checks
Level 3 General Practitioners SVQ (NVQ) or equivalent	A basic entry level recognised IT qualification	
Experience of Windows Operating Systems Enthusiasm of IT	Experience of networking Experience of Helpdesk support Experience of building and configuring PC's Experience of MacOS and iOS Experience of working in an education environment	Application form
Ability to install software Ability to install hardware Knowledge of Microsoft software including Office Good organisational / interpersonal skills Can work at ceiling height	An interest in emerging technologies	Application form
Flexible approach to work Good communication skills (phone, email and face to face) Commitment to customer care Willingness to provide support outside of normal working hours Reliable, punctual and well-motivated Has a car and a valid driver's licence	Be committed to professional development	Application form/ interview