



Amplify Education

IT Senior Technician (Secondary)

Job description

Job title	IT Senior Technician (Secondary)
Location	Central Team, Secondary sites <i>Potentially travel required to other schools in the Trust</i>
Salary	N19-23 (1.0 FTE £32,061-£34,434)
Role Summary	<p>As part of the central IT team, you will play a key role in delivering and supporting IT services across 21 schools within the Trust and the Central Services team.</p> <p>The IT Senior Technician (Secondary) is responsible for delivering high-quality IT support and infrastructure management across a secondary site within the Trust. The role combines hands-on technical support with proactive maintenance, project delivery, and stakeholder engagement to ensure reliable and secure IT services that support teaching and learning.</p>
Working pattern	Full time (37 hours per week) all year-round. Start date 1st August 2026 or as soon as possible thereafter
Responsibilities	<p>Service Delivery & Support</p> <ul style="list-style-type: none">• Work independently as the lead IT presence on site, taking ownership of issues and projects and ensuring their successful resolution.• Provide high-quality 1st and 2nd line IT support, ensuring incidents and requests are resolved in a timely and structured manner in line with Helpdesk processes.• Act as an escalation point for more complex technical issues when required.• Communicate effectively with staff to provide updates on incidents, outages, and service changes.• Support the delivery of IT services for school events and activities as needed.• Ability to provide guidance, direction, and support to IT Technicians when assigned to assist. <p>Infrastructure & Systems Management</p>

- Maintain and optimise all IT systems, infrastructure, and classroom technology to ensure a reliable and effective teaching and learning environment.
- Manage server, network, and endpoint systems, ensuring they are secure, patched, and performing at optimal levels.
- Oversee software deployment, updates, and service packs across the site.
- Ensure accurate asset management, including maintaining up-to-date records of all IT equipment and system changes.
- Maintain robust system security in line with Trust policies, protecting against internal and external threats.

Planning, Procurement & Continuous Improvement

- Support the planning, procurement, and implementation of IT hardware and software in line with curriculum and operational needs.
- Work with the IT Secondary Coordinator on budget planning and resource allocation.
- Proactively identify opportunities to improve IT services, systems, and user experience.

Project Delivery

- Contribute to and deliver IT projects as directed by the IT leadership team, ensuring successful implementation and minimal disruption to users.
- Assist with the rollout of new technologies, systems, and infrastructure across sites.

Stakeholder Engagement & Collaboration

- Build and maintain effective working relationships with staff, school leaders, and key stakeholders.
- Work collaboratively with the IT Secondary Coordinator and wider IT team to ensure alignment and consistency across all secondary schools.
- Liaise with third-party suppliers to support issue resolution and service delivery.
- Share knowledge and best practice across the Trust to support service standardisation.

Documentation, Compliance & Governance

- Maintain accurate and up-to-date technical documentation, including system configurations and change logs.
- Ensure all IT processes and practices are followed to maximise efficiency and consistency.
- Work in line with Data Protection (GDPR), safeguarding, and Trust policies at all times.
- Complete administrative tasks accurately, including reporting and maintaining timelines.

	<p>General</p> <ul style="list-style-type: none"> • Promote and safeguard the welfare of children and young people at all times. • Undertake any other duties appropriate to the role as directed by the IT Director. <p>Note: <i>The duties outlined in this job description may be modified, with your agreement, to reflect or anticipate changes in the job, commensurate with the salary and job title. This document does not form part of your contract of employment with the school.</i></p>
<p>Reporting to</p>	<p>You are accountable to the IT Secondary Co-ordinator (directly) and Head of IT Operations (indirectly / directly when required) for all matters and performance.</p> <p>You are expected to set the highest personal standards of performance for yourself, and, with the support of the IT Secondary Coordinator, you are responsible for ensuring your own learning and development by way of work-based and / or other methods of study.</p>
<p>Safeguarding</p>	<p><i>We are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff and volunteers to share this commitment. All posts at Amplify Education are subject to pre-employment checks including, but not limited to, initial and periodic enhanced level checks with the Disclosure and Barring Service.</i></p>

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Person Specification



We are committed to creating an inclusive working environment. If you are excited about this role and can demonstrate many but not all the areas below, we would encourage you to apply as you may just be the person we are looking for.

The listed criteria will be reviewed across the stages of our recruitment process, including application form, personal statement (within the application form), interview, references and certificates.

Skills and personal attributes:

(Personal competencies, qualities, attitude and behaviours that will allow you to perform effectively in the role, ensuring the safeguarding and welfare of children and young people)

Essential for this role:

- Commitment to safeguarding and promoting the welfare of children, young people, and adults.
- Ability to clearly communicate technical issues to non-specialists and, when required, to logically guide staff and students through steps needed to resolve issues.
- Ability to clearly communicate to major stakeholders and represent the IT team to the school

You are likely to have:

- Ability to diagnose / troubleshoot problems in a logical and focused manner.
- Ability to work as part of a successful team.
- Effective planning and organising skills.
- Effective leadership and management skills.
- Ability to lead and develop colleagues
- Initiative and flexibility.
- Excellent organisational and time management skills.
- Ability to build positive relationships with staff and students.
- The ability to learn quickly, research ably and work without assistance when required, approaching line management when appropriate.
- The ability to document and record network changes for future reference and change logs.
- Understand the function of network file systems and of file and user administration utilities.
- Competent numeracy skills.
- Excellent verbal & written communication skills
- Ability to work to deadlines and under pressure.
- Self-motivation and willingness to work flexibly and proactively according to the needs of the school.
- Awareness of IT security, cyber security risks, and the importance of following security policies and procedures.

- Commitment to professional development.

Knowledge and qualifications:

(Professional, technical or academic qualifications that you have achieved relevant to this role)

Essential for this role:

- Solid understanding of computer technology
- Interest in hardware and software solutions

You are likely to have:

- Knowledge and understanding of the relevant sections of the Data Protection Act and Health and Safety at Work Act or a commitment to undergo training as required
- Understanding of technical standards, applications and principles enabling all systems to be supported, maintained and developed.
- Excellent understanding of Server Hardware and Software (including operating systems).
- Confident user of the majority of desktop applications, Microsoft Office, Adobe
- Understand the principles of structure cabling and practicalities of connecting network devices (routers, switches etc.)
- Understand the benefits and constraints of different backup methodologies and how to implement them.
- Understanding of software licensing rules.
- Understand the function of network file systems and of file and user administration utilities.
- The ability to document and record network changes for future reference and change logs.
- Foundational knowledge of how technology systems interact and function

You may have:

- Technology related qualifications such as Cisco, HP, Microsoft, etc.
- Knowledge of virtualisation platforms such as Hyper-V/VMWare
- Understanding of managed switches and underlying technologies (VLANs, QoS, etc.)
- Evidence of Windows Server Administration

Experience:

(Please draw upon experience and achievements gained through paid employment, voluntary work or personal life experience relevant to this role)

**Essential for this role:**

- Experience in a customer facing role and/or first line support
- Proven experience in a high pressure IT environment, with hands-on experience of server maintenance, repair and recovery.

You are likely to have:

- Experience and detailed understanding of Windows networks/servers (AD, DHCP, DNS, Group Policy, etc.)
- Understanding of technical standards, applications and principles enabling all systems to be supported, maintained and developed.
- Experience and detailed understanding of Google or Office 365 platforms

You may have:

- Experience in an education related IT Network environment.
- Microsoft Azure / Entra ID / Intune experience

Other Requirements:

- The post holder will be required to provide technical support for school events and attend some meetings outside of school time.
- The post holder will at times undertake manual handling of equipment.

Amplify Education is an equal opportunities employer and recognises the strength in diversity. Our schools have a wide range of cultural, socio economic and religious influences and we use this to ensure that we broaden our understanding of each other and the world. Applications are welcome from all suitably qualified candidates regardless of race, colour, nationality, ethnic or national origin, religion or religious belief, sex or sexual orientation, gender reassignment, disability or age, and maternity, marital or civil partner status. We particularly encourage applications from under-represented groups.

As part of our commitment to equal opportunities, we ask that all applications are made using our application form and are accompanied by an equal opportunities form. The equal opportunities form is anonymous and is not shared with the shortlisting panel.