JOB DESCRIPTION FOR IT SUPPORT TECHNICIAN

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| **Job title:** | IT Support Technician |
| **Date:** | June 2025 |
| **Salary Range:** | H5, SCP 9 FTE £26,409 |
| **Reports to:** | Trust IT Lead and Schools IT Systems Manager, Mr R Culpin |
| *This job description outlines the main responsibilities and duties of the IT Support Technician role. It is not an exhaustive list and may be subject to change in response to the evolving needs of the school or Trust. The job description will be reviewed regularly in line with the school’s and Trust’s strategic priorities.* | |

1. INTRODUCTION
   1. You are accountable to the Governing Body through the line management structure shown in the Staff Handbook.
   2. You are required to maintain and develop the Catholic character of the school in accordance with the direction given by the Governors and expressed in the Mission Statement. You are required to support the Headteacher in implementing the Mission Statement and in maintaining the distinctive Catholic nature of the school.
2. The role of An it sUPPORT TECHNICIAN AT the saint John Henry Newman School, PART of THE Diocese of Westminster Academy Trust.

2.1 As an IT Support Technician, you will play a key role in supporting the day-to-day operation of IT systems across The Saint John Henry Newman School. Supporting both the school and Trust sites not only ensures a consistent and scalable Trust-wide IT environment, but also provides valuable experience in working across different educational settings and technical landscapes, supporting your own career development and progression within the Trust.

You will support a broad range of services and infrastructure, including end-user devices, classroom technologies, server and network systems, and cloud-based platforms such as Microsoft 365.

1. Key Areas of Responsibility

3.1 Desktop, DEVICE and Application Support

* Install, maintain, and troubleshoot Windows and other operating system clients.
* Provide first-line support for all end-user hardware including desktops, laptops, printers, projectors, and interactive panels.
* Support deployment and maintenance of standard software packages and Trust-wide configurations.
* Maintain Audio and Visual (AV) and peripheral devices, ensuring proper functionality and proactive maintenance.
* Assist in resolving application issues, escalating where necessary to suppliers or third-line support.
* Maintain and support mobile device management (MDM) for tablets and mobile assets.

**3.2 Server and Network Support**

* Perform routine account and group management tasks in Active Directory and Azure AD.
* Support and maintain on-premises Windows Servers and integration with Microsoft 365 cloud services.
* Monitor system security including anti-virus and endpoint protection tools.
* Assist with management of backup systems (on-site and cloud-based) and verify integrity of backup schedules.
* Support configuration of managed network infrastructure (switches, VLANs, access points).
* Liaise with the ICT Systems Manager and Lead IT Technician on advanced network issues and escalation.

**3.3 Configuration, Installation and Supporting**

* Assist in imaging, configuration, and rollout of new devices and peripherals.
* Provide basic networking support, including cabling, patching, and port configuration.
* Provide technical setting up and support during school and Trust events (e.g., assemblies, open evenings).

**3.4 Continuity, Maintenance, Security and Inventory**

Liaise with and assist the designated person responsible for the maintenance of the asset register/inventory.

* Support maintenance of the school and Trust-wide IT asset register.
* Ensure physical security and tracking of equipment.
* Assist in managing internet filtering and safeguarding systems, working with staff to allow site-specific configurations.
* Monitor consumables and ensure availability of essential IT supplies.

**3.5 Support Request Management**

* Record and respond to support tickets in accordance with internal Trust SLAs.
* Maintain accurate documentation of requests, actions taken, and resolution outcomes.
* Prioritise and escalate issues where appropriate.
* Support Primary School staff and systems, via remote support.

**3.6 Team Responsibilities**

* Work flexibly and cooperatively within the IT team.
* Participate in shared duties including lunch supervision and occasional out-of-hours support (e.g., events), with prior notice.
* Contribute to team knowledge sharing and documentation.

**3.7 Communications**

* Assist staff and students with ICT-related queries in a friendly, professional manner.
* Provide guidance and informal training to end-users on the use of devices and systems.

**3.8 PROFESSIONAL DEVELOPMENT & TRUST WIDE ENGAGEMENT**

Supporting the Trust Schools is an essential part of this role and offers a unique opportunity to broaden your technical skillset across different environments. This responsibility is also designed to support your professional growth, building experience that aligns with Trust-wide IT career pathways and future progression opportunities into senior technical or leadership roles.

Regular engagement with cross-site projects, shared infrastructure, and collaborative systems development is encouraged and supported.

1. EQUALITIES
   1. Be aware of and support school policies that promote equality within and beyond the school community.
2. HEALTH AND SAFETY
   1. Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection; and report all concerns to an appropriate person.
3. DISCLOSURE & BARRING SERVICE
   1. This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure and Barring Service as part of the pre-employment checks.
4. Safeguarding Children and Safer Recruitment

9.1You will ensure that child protection and the safeguarding of students are given the highest

priority at all times.

9.2 The Saint John Henry Newman School is committed to safeguarding and promoting the welfare of

children and young people as required under the Education Act 2002 and expects all staff and

volunteers to share this commitment.

**Person Specification**

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| **SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** |
| **Education/ Training** | A Level / BTEC / Level 3 Apprenticeship or equivalent in computing / IT. |  |
| **Relevant Experience** | Experience of networked PCs (Windows 10 onwards) and Microsoft applications  At least 1-2 years of relevant experience  Experience in the use of Microsoft Office applications | Experience/knowledge of working in an educational environment  Familiarity with Apple MAC Devices.  Experience of working with the public  Experience of Microsoft 365 Admin Centre |
| **Skills/ Aptitudes** | Excellent interpersonal skills  Ability to work independently and pro- actively  Ability to work calmly under pressure, often to tight deadlines  Ability to work flexibly as part of a team |  |
| **Other requirements** | A commitment to deliver excellent standards of service for young people  Flexible approach to working hours  Enthusiasm and motivation  Willingness to undergo an enhanced DBS check  A personal commitment to relevant legislation and good practice in relation to equality and diversity and safeguarding and promoting the welfare of young people  Willingness to keep up to date with IT applications and to receive further training.  Ability to carry and move heavy equipment on a day-to-day basis (appropriate training will be provided) |  |