

Amplify Education

IT Technician

Job description

Job title	IT Technician
Location	Central Team, All sites
Salary	N13-N17 (£30,023-£32,046)
Role Summary	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. The IT Technician is responsible for delivering high-quality IT support and infrastructure management across all sites within the Trust. The role combines hands-on technical support with proactive maintenance, project delivery, and end user support to ensure reliable and secure IT services that support teaching and learning.
Working pattern	Full time (37 hours per week) all year round. Start date: as soon as possible, subject to completion of pre-employment checks
Responsibilities	Service Delivery & Support • Provide high-quality 1st and 2nd line IT support across multiple schools, ensuring incidents and service requests are resolved efficiently and in line with Helpdesk procedures. • Travel between all school sites to provide on-site support, maintenance, and project assistance as required. • Escalate complex technical issues to senior members of the IT team when necessary, providing clear and accurate information to support resolution. • Communicate effectively with staff and users, providing updates on incidents, service requests, and planned IT works. • Assist with the setup and support of IT equipment for school events, assessments, meetings, and other activities.

- Deliver excellent customer service and maintain a professional and approachable presence across all school sites.

Infrastructure & Systems Support

- Assist with maintaining IT systems, networks, servers, and classroom technology to ensure reliable operation across all schools.
- Support the deployment, configuration, and replacement of desktop computers, laptops, mobile devices, printers, and other ICT equipment.
- Carry out routine maintenance tasks, including software installations, updates, hardware upgrades, and basic troubleshooting.
- Perform regular checks on equipment and report potential issues or risks to senior IT staff.
- Support asset management processes, ensuring ICT equipment is recorded, labelled, and tracked accurately.
- Assist in maintaining system security by following Trust policies and supporting patching, antivirus, and device management processes.

Project Support & Continuous Improvement

- Assist with the rollout of new technologies, software, and infrastructure projects across multiple school sites.
- Support equipment refresh programmes, classroom technology installations, and other IT improvement initiatives.
- Identify opportunities to improve user experience, efficiency, and service delivery, raising suggestions with the wider IT team.
- Provide feedback on recurring issues and contribute to service improvements.

Stakeholder Engagement & Collaboration

- Build and maintain positive working relationships with staff, students, school leaders, and colleagues across all schools.
- Work collaboratively with the wider IT team to ensure consistent service delivery and support standards across the Trust.
- Liaise with external suppliers and contractors as directed to support issue resolution and equipment installations.
- Share knowledge and best practices with colleagues to help maintain high-quality IT support services.

Documentation, Compliance & Governance

	• Maintain accurate records of support requests, completed work, asset updates, and system changes within approved systems. • Follow all IT processes, procedures, and service standards to ensure consistency and efficiency. • Work in accordance with Data Protection (GDPR), safeguarding requirements, cybersecurity standards, and Trust policies at all times. • Complete administrative tasks, timesheets, documentation, and reporting requirements accurately and on time. General • Promote and safeguard the welfare of children and young people at all times. • Represent the IT team professionally and positively across all school sites. • Undertake any other duties appropriate to the role as directed by the IT Leadership Team. Note: 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.
Reporting to	You are accountable to the Head of IT Operations for all matters and performance. You are expected to set the highest personal standards of performance for yourself, and, with the support of the Head of IT Operations, you are responsible for ensuring your own learning and development by way of work-based and / or other methods of study.
Safeguarding	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.

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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 travel between school sites as required (spread across the city)
- Excellent customer service skills with a desire to help staff and students.
- Strong problem-solving skills and a logical approach to troubleshooting.
- The ability to learn quickly, research ably and work without assistance when required, approaching line management when appropriate.
- Willingness to take ownership of tasks and follow them through to completion
- Ability to follow processes, procedures and documentation accurately.
- Professional, approachable and positive attitude.
- Awareness of the need for confidentiality when handling sensitive information.
- Ability to work across multiple school sites if required.
- Ability to clearly communicate to staff and represent the IT team in the schools
- Excellent organisational and time management skills.

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.
- Initiative and flexibility.
- Ability to build positive relationships with staff and students.
- The ability to document and record network changes for future reference and change logs.
- 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.

Knowledge and qualifications:

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

Essential for this role:

- Good understanding of computer hardware and software.
- Demonstrable interest in technology and IT support.
- Commitment to ongoing professional development and learning.

You are likely to have:

- Knowledge of Microsoft Windows operating systems.
- Familiarity with Microsoft 365 applications including Outlook, Word, Excel and Teams.
- Understanding of basic networking concepts such as Wi-Fi, IP addressing and connectivity troubleshooting.
- Awareness of cyber security principles and good security practices.
- Understanding of data protection and information security requirements.
- Basic understanding of user account management and identity systems.
- Foundational understanding of how technology systems interact and function.

You may have:

- CompTIA ITF+, CompTIA A+, Microsoft Fundamentals or equivalent certifications.
- Experience with Google Workspace or Microsoft 365 administration.
- Knowledge of educational technology platforms.
- Exposure to Microsoft Intune, Entra ID or device management solutions.

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 providing customer service, technical support or troubleshooting in a work, education, voluntary or personal setting.



- Experience setting up or supporting PCs, laptops, mobile devices or peripherals.
- Experience identifying and resolving common hardware or software issues.
- Experience following documented processes and procedures.

You are likely to have:

- Experience supporting Windows devices.
- Experience using Microsoft 365 applications.
- Experience working with helpdesk or ticketing systems.
- Experience installing software and configuring devices.
- Experience assisting users with password resets, account issues and device connectivity problems.

You may have:

- Experience working within a school, academy trust or educational environment.
- Experience of Microsoft 365 administration, Entra ID or Intune.
- Experience of Google Workspace administration.
- Experience of interactive classroom technologies, printers and AV equipment.

Other Requirements:

- The post holder may 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.