



IT Technician



Proud to be part of

Acorn
Education Trust

Welcome from Sara Edwards

Acorn Education Trust CEO

Thank you for your interest in one of our vacancies, I hope the information enclosed in this pack inspires you to apply.

Acorn Education Trust was established in 2014 to provide a local solution to a national strategy. We now serve 22 settings: 16 Primary Schools, 4 Secondary Schools and 2 nurseries.

Our mission is to 'prepare young people for their world in their time' and this sits at the heart of all we do. We strive for excellent leadership, excellent teaching and excellent learning. Our vision is to transform lives through education.

In every Acorn School, you will see:

- A** Active and visible leadership
- C** Care, support and challenge
- O** Opportunities for all
- R** Readiness to reach out
- N** Needs of all are paramount

Every Headteacher focuses on leading teaching and learning in their school. Central teams manage the business element of the Trust which allows us to share resources, improve IT and estates infrastructure and invest in school-to-school support. We are therefore able to direct as much money as possible into teaching and learning thus improving the life chances of all our young people.

Whatever role you are applying for, whether in a school or as part of the central team, we hope you can align with our vision and values, have the determination to succeed and are up for a challenge. In turn, we will provide you with a comprehensive and supportive induction programme, professional development and a career with Acorn.

We hope this information pack provides you with a flavour of working within our Trust and we look forward to receiving your application.

Sara Edwards

Job Description

Job Title	Primary School IT Technician
Reporting to	Trust Head of IT

Main Purpose

The Primary School **IT Technician** will work closely with the IT Team to support and maintain the IT infrastructure across multiple schools within the Trust. This role is essential in ensuring the smooth operation of all technology systems used by both students and staff.

Key responsibilities include providing **technical support**, troubleshooting IT-related issues and assisting users with software, and hardware problems. The Primary School **IT Technician** will be responsible for the **installation, configuration and maintenance** of new and existing computer systems, networks and peripherals such as printers, projectors and interactive whiteboards.

Additionally, the role involves **responding to support requests** in a timely and professional manner, diagnosing and resolving issues to minimize downtime, and escalating more complex problems to senior IT staff when necessary. **Regular system updates, security patches and preventative maintenance** will be conducted to ensure the optimal performance and security of all IT equipment.

The Primary School **IT Technician** will also assist with **user training**, helping staff and students understand how to use software applications effectively and securely. They will contribute to IT projects, such as **network upgrades, new system implementations, and cybersecurity improvements**, ensuring that the Trust remains up to date with the latest technological advancements.

This role requires strong **problem-solving skills, attention to detail, and a proactive approach** to maintaining and improving IT services across the schools. The Primary School IT Technician will play a crucial role in supporting the overall digital learning environment and enhancing the technological experience for all users within the Trust.

Duties and Responsibilities

A Primary School **IT Technician** is responsible for a wide range of tasks to ensure the smooth operation of an Trust's IT infrastructure. Their duties include:

- **Responding to requests for support/Helpdesk support:** This involves detecting and diagnosing problems, maintaining regular communication with the appropriate staff until incident resolution, and ensuring that all issues are logged and tracked in a ticketing system.

Continues...

Job Description

Duties and Responsibilities continued...

- **Maintenance and repairs to equipment:** This includes performing repairs in classrooms and offices where space is limited, ensuring that all equipment is functioning correctly, and replacing faulty components as needed.
- **Installation of equipment and software:** Setting up new hardware and software according to specifications, ensuring that all installations are completed efficiently and correctly.
- **Software updates:** Regularly updating software to ensure that all systems are running the latest versions and are secure.
- **Software licenses, records, and maintenance:** Keeping track of software licenses, ensuring compliance with licensing agreements, and maintaining accurate records of all software used within the Trust.
- **Asset inventory maintenance:** Keeping an up-to-date inventory of all IT assets, including hardware and software, and ensuring that all assets are properly accounted for.
- **Support maintenance of user accounts and permissions:** Managing user accounts, setting up new accounts, and ensuring that users have the appropriate permissions for their roles.
- **Taking deliveries of stores, materials, and other goods:** Handling deliveries, lifting and carrying equipment, and ensuring that all items are stored correctly.
- **Testing, installing, and configuring new licensed software:** Ensuring licensing compliance, testing new software to ensure it works correctly, and configuring it to meet the Trust's needs.
- **Assisting in the provision of basic network management/administration:** Helping to manage and maintain the Trust's networks, including troubleshooting network issues and ensuring network security.
- **Undertaking routine server tasks:** Performing routine maintenance tasks on servers as directed by the Trust IT Manager or external support consultants.
- **Providing and helping with maintenance of systems documentation:** Creating and maintaining documentation for all IT systems, ensuring that it is up-to-date and accessible.
- **Providing technical support for the use of mobile devices:** Assisting users with mobile device issues, ensuring that devices are configured correctly and are secure.
- **Updating local inventory records:** Keeping accurate records of all IT assets, including hardware and software, and ensuring that the inventory is regularly updated.
- **Helping to develop and maintain innovative ICT projects:** Working on ICT projects in schools and other appropriate settings as requested by the line manager, contributing to the development and implementation of new technologies.
- **Carrying out maintenance checks regularly on equipment:** Performing regular checks on equipment in key locations to ensure that it is functioning correctly and addressing any issues that arise.
- **Undertaking other duties as necessary:** Being flexible and willing to take on additional tasks as needed to support the Trust's IT needs.

Person Specification

Criteria	Essential
Qualifications and Training	<ul style="list-style-type: none"> • Hold a full clean driving licence; • Hold an appropriate IT qualification (desirable).
Experience	<ul style="list-style-type: none"> • Over three years' IT experience; • Proven experience and/ or expertise of working in a similar client-facing role (advantageous).
Skills and Knowledge	<ul style="list-style-type: none"> • An outstanding all-round knowledge of IT hardware and software; • A working knowledge of Microsoft System Centre Configuration Manager and a Hyper V environment; • Excellent interpersonal, verbal and written communication skills; • Able to troubleshoot, investigate and resolve technical issues; • Has knowledge of Windows Server; • Has knowledge of Windows OS; • Networking (desirable) • Proven leadership skills; • Working knowledge of Active directory.
Personal attributes	<ul style="list-style-type: none"> • Is a strong team player; • Can work with a variety of staff and students, and is able to build good working relationships; • Is well presented with a professional approach; • Is organised and consistent; • Is able to lift and carry equipment and work in confined spaces; • Can work under pressure and meet deadlines; • Is prepared to take part in training and personal development to both maintain and extend skills and knowledge; • Is confident and can deal with all levels of stakeholders; • Can apply problem solving techniques and get results; • Can prioritise tasks while working under pressure; • Is able to react quickly and effectively to issues and opportunities; • Has an interest in developing a career within a growing multi-academy Trust.

The Primary School IT Technician will be required to follow school policies and the staff code of conduct.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the successful applicant will carry out. The postholder may be required to do other duties appropriate to the level of the role.

Support for **Our Staff**

Whether your role is in a school or the central team, you will be part of a caring team that will provide you with the support and challenge needed to fulfil your role effectively.

Continued Professional Development (CPD)

- A comprehensive induction programme for all new staff (across all roles), that includes mentor and peer support
- Statutory training on safeguarding, health & safety and GDPR
- Access to over 2,500 world-leading courses, webinars and resources via the National College online training platform
- Support for Early Career Teachers (ECTs)
- Role specific training for Designated Safeguarding Leads (DSLs) and Special Educational Needs and Disability (SEND) roles
- School based training, including mentoring and coaching from senior leaders within school and across the wider Trust; Cross phase and school to school support
- Subject communities, across primary and secondary level, to share good practice across the Trust
- Opportunities to role shadow
- Apprenticeships available at various levels across the Trust for multiple roles, including Teaching, Teaching Assistants, Nursery and IT Technicians

Health and Wellbeing

- A strong culture of wellbeing across all schools and the central team
- Family friendly policies, including comprehensive flexible working policy, adoption leave policy, maternity and paternity (including shared parental leave) policies and staff wellbeing policy
- Access to [Care First](#), an employee assistance programme which provides confidential support on health and wellbeing, relationships, money issues, bereavement and loss, stress, anxiety and depression and much more

Pensions

- Teacher pension
- Local government pension
- Nest pension

Staff wellbeing is very important at Acorn Education Trust. We are consistently looking for new ways to improve our offering, and, regularly collect feedback at all levels to check in with our staff and ensure they feel supported in their role.

How to Apply

If you would like more information about this role, please contact the office via email at hello@acorneducationtrust.com or by phone on 01985 801055.

To Apply

Please visit our [Acorn careers page](#) to complete an application form.

Shortlisted candidates will be invited for a one-day interview

Kingdown School
Woodcock Road, Warminster, Wiltshire BA12 9DR
01985 801055
hello@acorneducationtrust.com

Acorn Education Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If successful in obtaining this post you will be subject to a Disclosure from the Disclosure and Barring Service and health screening. We are an equal opportunities employer. As part of our safer recruitment processes, if you are shortlisted for the post, we will carry out a social media account search.

**Thank you for
taking the time to
read our applicant
information pack.**



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