

Job Description

Job Title: Technician (ICT) (Trustwide Mobile)

Location: Inspiration Trust Central Offices with travel across the Trust

Job title	Technician (ICT) (Trustwide Mobile)
Salary Scale	Scale F
Hours of Work	Full Time – 37 hours per week
Weeks Worked	52 Weeks - Full Year
Responsible to	Head of IT Operations & Infrastructure
Location	Inspiration Trust Central Offices with travel across the Trust

Main purpose of the role

- The Technician (ICT) (Trustwide Mobile) provides flexible technical support across the Trust, with a focus on technician absence cover, school-based technical support, project work, onboarding, device preparation, classroom technology and urgent operational support.
- The role exists to reduce pressure on school-based technicians by providing a deployable technical resource that can support any school when capacity is limited.
- This is a practical, hands-on technical role requiring current experience of Windows devices, Microsoft 365, classroom technology, networking basics and service desk support.
- The role requires reliable transport and the ability to travel independently to multiple locations, as regular travel between sites is essential.

Organisational relationships

- Responsible to: Head of IT Operations & Infrastructure
- Responsible for: Cluster Technical Leads may allocate work when the postholder is deployed within their cluster.

Principal accountabilities and responsibilities

Technician Absence and Cover Support	• Provide onsite technical cover when school technicians are absent due to sickness, annual leave, vacancies or training. • Maintain basic service continuity at schools without local technician cover. • Follow Inspiration Trust documented technical processes and escalation routes. • Ensure urgent issues are prioritised appropriately.
First and Second-Line Technical Support	• Diagnose and resolve technical incidents affecting staff, students and classrooms. • Support desktops, laptops, printers, visualisers, webcams, headsets, interactive screens and projectors. • Support Windows 10/11 devices and standard Trust applications.

	• Support basic Microsoft 365 issues including Teams, OneDrive, SharePoint and Outlook. • Escalate complex issues to Cluster Technical Leads.
Device Deployment and Asset Work	• Build, configure and deploy laptops, desktops and classroom devices. • Support device refreshes and room changes. • Update asset records accurately. • Recover equipment from leavers or unused spaces. • Identify damaged, missing or unsupported equipment. • Support stock control and standardisation.
Project Support	• Support technical projects across schools. • Assist with classroom technology upgrades, migrations, device rollouts and network changes. • Complete project tasks according to agreed plans. • Record progress and escalate blockers.
School Visit Support	• Attend scheduled school visits where additional capacity is required. • Complete agreed checks such as device audits, classroom checks, patching reviews and asset validation. • Support smaller primary schools or schools without dedicated onsite support.
Cyber and Safeguarding Technology Support	• Follow Trust cyber security processes. • Report suspicious activity, unsupported systems or unmanaged devices. • Support deployment of endpoint protection and monitoring tools. • Maintain confidentiality and safeguarding awareness at all times. • Avoid local workarounds that weaken Trust security controls.
Performance Expectations	• Absence cover: Schools receive effective support during technician absence • Ticket updates: Tickets updated clearly and promptly • Asset records: Device movements and changes recorded accurately • Project support: Assigned project tasks completed to agreed timescales • Escalation: Complex issues escalated with clear evidence • Professionalism: Positive and helpful support to all users • Standards: Trust build, security and support standards followed

Employee commitments

All employees will commit to the following key areas:

- [The vision, values and key principles of the Trust](#)
- [Equality, Diversity and Inclusion](#)
- In any way possible, in accordance with the role, support students to achieve their potential
- In any way possible, in accordance with the role, improve standards of education
- [Support the inclusion agenda](#)

Performance Management

Participating in the Trust's arrangements for performance management, professional development and the Trust's arrangements for quality assurance and internal verification.

Context

All staff are part of the whole Trust team. Each individual is required to support the values and ethos of the Trust and Trust priorities as defined in the Trust Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

Miscellaneous

To undertake any further tasks which could be reasonably expected by the Trust. The Data Protection Act 2018 renders an individual liable for prosecution in the event of an unauthorised disclosure of information. The post is one that carries responsibility for the wellbeing and welfare of children and the post holder should be aware of this and the need to act accordingly. The Trust will endeavour to make any necessary reasonable adjustments to the job and the work environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

It is a requirement of the post holder to make positive efforts to maintain their personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety.

This is an Equal Opportunities post and is in accordance with the Trust's Equality and Diversity Policy. This job description can be altered, with the agreement of the post holder and will be reviewed on an annual basis. It is not a comprehensive statement of procedures and tasks but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.

The Inspiration Trust is committed to protecting the welfare of children and young people. Due to the nature of this role, it will be necessary for the appropriate level of DBS (Disclosure and Barring Service) to be undertaken. It is essential you to disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are “spend” under the provisions of the Act.

Person Specification	Essential	Desirable
Qualifications	- GCSE's grade 5 to 9 or equivalent in: - Maths - English - ICT - Or equivalents - A Level - Degree	- Industry Standard IT certification including: - CompTIA (A+, ITF+) - Cisco certified Technician (CCT) - M365 Fundamentals - Microsoft Technology Associate (MATA)
Experience	Experience supporting interactive displays or classroom AV.	Experience using Intune, Autopilot or imaging tools.

	• Experience with managed print systems. • Experience with filtering or safeguarding monitoring platforms.	• Experience in a school or Multi Academy Trust.
Skills, Knowledge	• Windows Support: Confident troubleshooting Windows 10/11 devices • Microsoft 365: User-level and support-level knowledge of Teams, OneDrive, SharePoint, Outlook • Hardware: Ability to diagnose common desktop, laptop, peripheral and classroom AV issues • Networking basics: Understanding of Wi-Fi, IP addressing, cabling and basic connectivity checks • Printing: Ability to troubleshoot common print issues • Asset management: Accurate recording of equipment, serial numbers, location and status • Service desk: Ability to update tickets clearly and follow escalation processes • Cyber awareness: Understanding of password security, MFA, phishing, patching and device compliance • Education environment: Understanding of teaching and learning impact when IT fails • Able to work independently with limited supervision. • Reliable, punctual and professional. • Able to communicate clearly with staff and students. • Patient and supportive with users of varying technical ability. • Able to prioritise urgent teaching and learning issues. • Follows Trust standards and escalation routes. • Maintains safeguarding awareness and confidentiality. • The role requires reliable transport, as travel between sites is essential. Candidate must be able to travel independently to multiple locations.	• Flexible and willing to work across multiple sites. • Microsoft Fundamentals certification or equivalent. • Basic PowerShell knowledge.

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Signature

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Date