

IT Support Engineer

Salary: Up to £35,000 (depending on experience)

Contract: Full-time, year-round, 37 hours per week

Location: Newton Abbot, with travel to other Trust schools

Annual Leave: 25 days (rising to 29 after 5 years) plus bank holidays

Pension: Outstanding 22.9% employer contribution

Start Date: As soon as possible

Make a Difference in Education Technology

Education South West (ESW) is a nationally recognised, growing multi-academy Trust, supporting 14 schools and 6,000 children across the South West. We are committed to making children's lives better and are proud to lead the South West Institute for Teaching, delivering professional training for teachers at all stages of their careers.

As a IT Support Engineer, you will play a key role in delivering outstanding IT support, and driving innovation across our schools. If you are passionate about technology, thrive in a fast-paced environment, and want to make a real impact in education, we want to hear from you.

What You'll Do

- Provide professional telephone, remote, and on-site IT support to staff and students across the Trust
- Act as a point of escalation for complex technical issues
- Monitor and troubleshoot key Trust systems and processes
- Deliver training on new and existing systems in collaboration with our training coordinator
- Create clear documentation and maintain accurate records of completed work
- Lead and support IT projects, including planning and managing your own initiatives
- Visit schools without on-site technical staff as part of a scheduled rota
- Support the implementation of new technologies and contribute to continuous service improvement

What We're Looking For

Essential:

- Proven experience in IT technical support, with a strong customer service focus

- Excellent communication skills and the ability to build relationships at all levels
- Strong technical knowledge, including:
 - Cybersecurity
 - SharePoint and Teams management
 - Printer installation and troubleshooting (PaperCut)
 - Desktop/laptop troubleshooting (Windows 11, Microsoft 365)
 - iOS/Android/MDM troubleshooting
 - Network troubleshooting
 - Managed software deployment and A/V technology
- Organised, self-motivated, and able to work independently or as part of a team
- Physically able to carry and move equipment as required
- At least five GCSEs (or equivalent) at Grade C or above, including Maths, English, and either IT or Science
- Full UK driving licence and access to your own transport (business use insurance provided; mileage claimable)

Desirable:

- Familiarity with helpdesk/ticketing systems
- Experience with Microsoft Intune, JAMF, or other mobile device management (MDM) solutions
- Knowledge of advanced networking (e.g., VLANs, firewalls, VPNs, DNS)
- Familiarity with virtualisation platforms (e.g., Hyper-V, VMware)
- Additional IT certifications (e.g., CompTIA, Cisco, Microsoft, ITIL)
- Further academic qualifications and/or professional IT certifications

Why Join ESW?

- Generous annual leave and outstanding pension scheme
- Performance-related pay progression
- Funded training and professional development opportunities
- Supportive, collaborative team culture
- Employee assistance programme for mental and physical wellbeing
- The chance to make a real impact in education and develop your career