



IT Technician

Job Description

Role Details	
Post title:	IT Technician
Purpose:	<p>The IT Technician plays a vital role in ensuring the smooth day-to-day operation of the school's IT systems and services.</p> <p>This includes providing first-line technical support to staff and students, maintaining and setting up hardware and software, supporting the upkeep of IT equipment across the school, assisting with user account management, and helping to ensure systems are running safely and securely. The IT Technician will work closely with the IT Manager and wider IT team to support the delivery of a reliable and responsive IT service.</p>
Reporting to:	IT Manager
Liaising with:	All
Working time:	Full-time
Salary/Grade:	P5-7 £28,521 - £29,346

Role Specifics	
Assets and Equipment	<ul style="list-style-type: none">• Set up, test, and maintain ICT equipment and related hardware/software across the school.• Identify and troubleshoot hardware and software issues, resolving them directly or arranging repairs as needed.• Keep accurate records of faults, repairs, and maintenance logs.• Manage and monitor the loaning system for school laptops, ensuring devices are returned and maintained.• Support the maintenance of school printing and photocopying devices.• Ensure consumables (e.g. toner, paper) and spare parts for printers and MFDs are stocked and replenished.• Support the operation and maintenance of the school hall's AV (audio/visual) and display equipment.
Communication and Stakeholders	<ul style="list-style-type: none">• Provide first-line technical support to students and staff, ensuring timely resolution of IT-related issues.• Support the onboarding and offboarding process by setting up user accounts, email, and access to key systems.• Maintain clear and up-to-date IT support documentation for internal use.• Escalate complex issues to the IT Manager as appropriate.• Communicate clearly with stakeholders, ensuring users are updated on ticket progress and resolutions.
Compliance and Security	<ul style="list-style-type: none">• Follow established policies and procedures relating to data protection, internet safety, and acceptable use.• Assist with basic monitoring of firewalls, filtering systems, and cloud platform access under guidance.• Ensure access rights for staff and students are set appropriately and reviewed regularly.• Report any concerns around data security or breaches to the IT Manager or DSL immediately.
Network and Servers	<ul style="list-style-type: none">• Support the maintenance of the school's network infrastructure, including basic tasks involving switches and routers (under guidance).

	<ul style="list-style-type: none"> • Ensure the Wi-Fi network is functioning correctly and report any outages or issues for escalation. • Assist with routine checks and basic maintenance of the school's CCTV, IP phone, and ID card systems. • Perform regular server housekeeping tasks (e.g. daily backups) as directed by the IT Manager.
Reporting	<ul style="list-style-type: none"> • Generate and support the collation of reports from safeguarding systems when requested. • Flag any patterns or issues to the DSL or designated safeguarding lead as appropriate.
Software	<ul style="list-style-type: none"> • Assist with the installation and basic configuration of approved software applications across devices. • Support staff and students in accessing licensed software such as Adobe Suite (via LGfL or similar). • Monitor software usage, ensuring only authorised applications are installed. • Ensure all software supports teaching and learning needs, reporting any issues or incompatibilities.
Other Specific Duties	
<ul style="list-style-type: none"> • To contribute to staff training as appropriate • To play a full part in the life of the school community, to support its Strategic Commitment, Purpose and Intent and to encourage staff and students to follow this example • To support school life, such as duties and attendance at school events where needed and agreed • To promote actively the school's policies • To continue personal, professional development • To actively engage in the school's self-review and evaluation processes • To actively engage in the school's Support Staff Performance Management processes • To comply with the school's Health and Safety Policy and undertake risk assessments as appropriate • To attend meetings as determined in the meetings policy and as directed by the Headteacher • To comply with the school's procedures concerning safeguarding and to ensure that training is accessed 	

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a Senior Leader to undertake work of a similar level that is not specified in this job description.

This job description is current at the date shown, but following consultation with you, may be changed by management to reflect or anticipate changes in the job which are commensurate with the salary and job title. (May 2025)

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Personal Specification

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	Essential	Desirable
Qualifications and training	<ul style="list-style-type: none"> GCSE Grade 4/5 (or equivalent) in English and Maths. Evidence of ongoing interest or development in IT skills (e.g. online courses, CPD, or hands-on experience). 	<ul style="list-style-type: none"> A relevant Level 3 qualification (e.g. BTEC, A-Level, or apprenticeship) in IT, Computer Science, or related subject. Basic IT certifications (e.g. CompTIA ITF+, Website IT Support, Microsoft Fundamentals). Awareness of cyber hygiene and IT safety principles.
Experience	<ul style="list-style-type: none"> Experience supporting IT systems in a workplace, educational setting, or equivalent environment. Hands-on experience with maintaining hardware (PCs, laptops, printers, etc.). Familiarity with Microsoft Windows operating systems and basic troubleshooting. Providing first-line technical support to users. 	<ul style="list-style-type: none"> Experience working within a school or educational institution. Familiarity with AV equipment, interactive whiteboards, or classroom technology. Experience with Office 365, school MIS systems, or Google Workspace
Skills and knowledge	<ul style="list-style-type: none"> Good understanding of basic networking principles (e.g. IP addresses, Wi-Fi, basic connectivity). Ability to install and configure standard software and hardware. Familiarity with Microsoft Office applications (Word, Excel, Outlook). Understanding of the importance of data protection and online safety. Ability to follow technical instructions and escalate when needed. 	<ul style="list-style-type: none"> Understanding of cloud-based systems (e.g. Office 365, SharePoint, Teams). Familiarity with safeguarding systems or web filtering tools. Awareness of basic cybersecurity practices. Knowledge of backup procedures or device management tools (e.g. Intune, Microsoft Admin).
Personal qualities	<ul style="list-style-type: none"> A commitment to the school's ethos and values. A polite, professional, and helpful attitude - especially when supporting staff or students. Willingness to learn new skills and adapt to emerging technologies. Good organisational and time-management abilities. Reliable, punctual, and trustworthy. Able to maintain confidentiality and follow safeguarding procedures. Calm under pressure and able to prioritise tasks effectively. Able to work both independently and as part of a team. 	<ul style="list-style-type: none"> A proactive approach to problem-solving and IT improvements. Enthusiasm for technology and education. Interest in further training or certification.