



THE ATHELSTAN TRUST

Caring, collaborative and excellent



IT Support Technician

IT Support Technician

Start: September 2026

Salary: £28608 - £29,542 (SCP 9 – 12) or £30,023 – £31,525 (SCP 13-16) depending on experience

Contract: Permanent, full time 37 hours per week (all year round)
Flexible or part time hours will be considered

Location: TBC (School based in Gloucestershire / Wiltshire)

Closing date: Wednesday 23rd September 2026, 12 noon

The Athelstan Trust is a successful and growing Multi-Academy Trust consisting of six secondary schools and four primary schools in Wiltshire, Gloucestershire and South Gloucestershire. We currently employ over 750 people and educate 4,500 pupils and plan to expand further over the coming years.

We are seeking a skilled and dedicated IT Technician to join our team. The ideal candidate will provide comprehensive technical support, manage computer systems, and ensure the smooth operation of our IT infrastructure. This role offers an opportunity to work in a dynamic environment, supporting a wide range of hardware and software solutions across various operating systems. The IT Technician will play a vital role in maintaining system security, troubleshooting issues, and delivering excellent customer service to internal users.

This role is likely to be primarily based at one school in the Athelstan Trust but would also require travel to other schools. An understanding of supporting IT in primary or secondary education would be a considerable advantage, but not essential as long as you have the ability and desire to learn new systems quickly. You will need to support a variety of devices such as Windows computers, Windows Laptops, iPads, MFDs, Interactive whiteboards, Interactive TVs, plus systems such as Windows Server and Microsoft 365

The Trust has invested heavily in updating its IT infrastructure over the past few years including virtual server infrastructure at most sites, upgrading core switches and extending wireless networks, online backup systems, centralised managed printing systems. We also have an established refresh cycle of upgrading client devices.

The Athelstan Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful candidate will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check along with standard pre-employment safeguarding checks. As the role includes working with children, it is exempt from the Rehabilitation of Offenders Act 1974. Applicants must, therefore, disclose all spent and unspent convictions. References will be sought for shortlisted candidates before interview. Please also be aware that you will be subject to an online check and that you may be questioned about the findings of such a check at your interview.



POST TITLE: IT SUPPORT TECHNICIAN	SALARY: SCP 9 – 12 / 13-16
RESPONSIBLE TO: TRUST IT MANAGER	
DATE: June 2026	

Responsible for No direct reports

Key liaisons	IT Senior Support Technician
	School staff and leadership team
	Students
	External agencies
	Visitors
	Contractors

Hours of Work Full time 37 hours p/w (All Year Round)

Purpose of role

To provide and assist with coordinating Level 1 and 2 IT Support and provide some Level 3 support as described below.

To undertake a wide range of IT support duties in all areas of the school. This will include providing specialist technical and administrative support, practical assistance and advice to staff and students.

Duties

The post holder will be based across all the sites as needed in the Trust according to operational demands for support.

Provide IT Support

- Provide technical support to users relating to all IT, telecoms and AV equipment (henceforth referred to as “IT equipment”)
- Assist in the maintenance and daily monitoring of the efficient operation of the school’s IT equipment
- Respond to support requests sent to Parago or answer phone calls/requests for support and respond as necessary
- Ensure that all existing internal SLAs are honored through effective and accessible communication with appropriate groups of users
- Request support from the Trust IT Manager / IT Senior Support Technician when necessary
- Maintain network access rights including creating new user accounts and archiving old ones
- Ensure that all IT equipment is kept clean, tidy and in a safe condition
- Monitor and carry out routine and non-routine checking, maintenance, calibration, cleaning and fault investigation
- Provide and support IT equipment associated with assemblies, meetings and other events. This will on occasion require out of hours working



- ## Develop and maintain IT services

- ### Maintain all IT-based communications systems

- ### Non-technical duties

- ## Data Protection and Safeguarding

- ## General

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- A circular illustration of a knight in armor, holding a sword, with a crown on his head and a red cross on his chest. The knight is depicted in a stylized, medieval manner, wearing a surcoat with a red cross and holding a sword. The background of the circle is gold with red floral patterns.

www.theathelstantrust.org

This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

The Athelstan Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.



