

# IT Technician

**Start:** April 2025

**Salary:** £21,998 - £22,703 (SCA 5 – 7) or £22,703 – £24,199 (SCP 7-11) depending on experience

**Contract:** Permanent, Part time 35 hours per week Term time +2 weeks

**Location:** Flitwick - Bedfordshire

**Closing date:** Friday 27<sup>th</sup> February 2026, 12 noon

Woodland Middle School Academy is a very happy, well-disciplined and hard-working community, which aims to allow all of its pupils to enjoy success. Pupils are encouraged to think about how to behave within our community through our Values Education programme that instils a sense of moral purpose by exploring values such as respect, tolerance, compassion, fairness and love.

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.

An understanding of supporting IT in 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, Microsoft 365 and Google Workspace for Education.

The school has invested heavily in updating its IT infrastructure over the past few years including virtual server infrastructure, 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.

**Woodland Middle School Academy is an equal opportunities employer. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful candidate will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check.**

# WOODLAND MIDDLE SCHOOL

## JOB DESCRIPTION

### ICT NETWORK TECHNICIAN

Name: TBD

Responsible To: School Business Manager/Headteacher

Job Purpose: 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 staff and students.

General Duties: To share professional responsibility for the education and welfare of the pupils in Woodland School in accordance with the school's aims and objectives, legislative requirements, and the agreed schemes of work and school policies, as confirmed by the Governing Body. To actively contribute to the corporate responsibility for encouraging high personal standards from pupils in the areas of academic, behavioural and social development.

#### Main Duties and Responsibilities:

##### **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 via client portal or answer phone calls/requests for support and respond as necessary
- Ensure that all existing internal SLAs are honoured through effective and accessible communication with appropriate groups of users
- Request support from the Line Manager / IT Senior Support 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
- Diagnose and resolve workstation operating system and software problems
- Assist all staff with technical issues and undertake other duties commensurate with the post

##### **Develop and maintain IT services**

- Monitor the sites' online data backup system
- Support, when necessary, the installation of new IT equipment and the installation of operating systems and software onto them
- Have devolved responsibility for purchasing minor parts to effect repair or replacement

- Be responsible for maintaining records of inventory and loans of equipment, in addition to undertaking annual stocktaking
- Fault investigation

#### **Maintain all IT-based communications systems**

- Maintain the email system ensuring that new mailboxes are created and old mailboxes are deleted as required
- Administer the digital signage system

#### **Non-technical duties**

- Ensure the safe storage of equipment, materials and the disposal of waste and hazardous material in line with relevant regulations, guidelines and school procedures
- Have delegated responsibility for the purchase of relevant items locally when authorised, assessing the availability of suitable alternatives in line with best value principles and maintaining records of transactions and expenditure in accordance with the School's financial procedures
- Undertake clerical duties when necessary.

#### **Data Protection and Safeguarding**

- Ensure the security of all information held on the computer systems is maintained in line with Data Protection, school policy and virus protection
- Work within the requirements of Data Protection at all times
- Understand your responsibilities in relation to Safeguarding and Child Protection and how to highlight an issue / concerns
- Remain vigilant to ensure all students are protected from potential harm.

#### **General**

- The post-holder will be expected to undertake any appropriate training provided by the school to assist them in carrying out any of the above duties
- To uphold the school's ethos, so that pupils gain an understanding of the importance of the Values Education programme. This includes remaining calm despite provocation and refraining from shouting.
- The post-holder will be expected to contribute to the protection of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, record all relevant information on CPOMS
- The post-holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed.

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.

**Signed:**\_\_\_\_\_ **Headteacher:** \_\_\_\_\_

**Date:**\_\_\_\_\_

<b>Person Specification – IT SUPPORT TECHNICIAN</b>	<b>Essential (E) Desirable (D)</b>
<b>Education</b>	
GCSE or equivalent English and Mathematics	E
BTEC Level 3 extended diploma in IT	D
Certification in Microsoft desktop technologies	D
Qualifications in FITS Practitioner or ITIL Foundation	D
<b>Experience</b>	
Experience in a similar role	E
Experience in maintaining IT equipment and upgrading equipment	E
Experience of working with a helpdesk	D
Experience working in and supporting an educational environment	D
Experience of maintaining Microsoft Office 365	E
Experience of maintaining Google G-Suite	D
Experience of print management solutions, ideally PaperCut	D
Excellent working knowledge of school MIS systems e.g. Arbor	D
<b>Behaviours</b>	
Natural communicator	E
Professional and approachable	E
Confident and logical approach to problem-solving	E
Assertive, confident and tactful	D
Confident at following through on tasks and resolving enquiries	E
Pro-active and innovative	D
Positive attitude to change	D
Able to take on board constructive criticism and learn from mistakes	E
<b>Skills</b>	
Excellent written and verbal communication skills	E
Good planning and organisational skills	E
Ability to prioritise and multitask	E
Ability to diagnose and troubleshoot issues	D
Ability to use own initiative and work unsupervised	E
Current UK driving licence and access to a vehicle to allow travel between sites	D
<b>Attributes</b>	
Committed to Woodland Middle School Academy aims	E
Committed to Equality and Diversity	E
Committed to own continuing professional development	E