



Trust IT Technician

Job Description & Person Specification

March 2026

Responsible to: Trust IT Lead
Review Date: April 2027

Role Overview

To provide a professional, proficient, and effective technical IT service to the Trust, across a vast variation of technologies and in accordance with government and Trust policies and procedures.

Working directly with the Trust IT Team and IT Lead, you will be required to work with Academies and other professionals to receive timely information, advice, guidance, and support. You will be required to coordinate a range of tasks and relationships where set procedures/guidelines do not always apply.

The Trust ICT Technician will work closely with all departments to identify, recommend, and support cost-effective technology solutions for all aspects of the organisation.

Key Accountabilities

1. To provide help desk support to users and stakeholders across the Mowbray Education Trust.
2. Be aware of school and government policies and deliver the ICT service in accordance with these.
3. To monitor, diagnose, repair and record breakdown of hardware and software, using the helpdesk, escalating issues to the Trust Senior IT Technician/Trust IT Lead.
4. Adaptable to change in the way the Trust delivers its ICT service to ensure the best possible service delivery.
5. To assess breakdown of equipment and if necessary, to escalate to service level agreement and warranty.
6. To maintain accurate records of both works carried out and an inventory of equipment.
7. To liaise with the Trust Senior IT Technician/Trust IT Lead and teaching staff, identifying, evaluating, and developing learning resources for use in the implementation of the National Curriculum, for ICT and cross-curricula teaching.
8. To carry out routine maintenance work during shutdown periods.
9. Comply with and assist with the development of policies and procedures relating to child protection, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.
10. Contribute to the overall ethos/work/aims of the Trust.
11. Share expertise and skills with others.

12. Participate in training and other learning activities and performance development as required.
13. Recognise your own strengths and areas of expertise and use these to advise and support others.

Key Tasks

Assist in the management of the Trust ICT computer facilities & software

- Advise and assist the Trust Senior IT Technician/Trust IT Lead regarding the procurement of all ICT equipment and consumables to include all supplier negotiations and stock auditing.
- Contribute to optimising the ICT department's performance, including implementation of changes to office duties.
- Undertake maintenance of ICT hardware and software.
- Assist in the management of the Trusts' wireless network.
- Contribute to the school ICT development plan to ensure effective and timely implementation within allocated areas of responsibility.
- Maintain access for information systems such as MIS, O365, AD & Google.
- Assist with the technical upgrade, implementation, and training for Microsoft and Google learning platforms.
- Liaise with partners and suppliers of the Trust on ICT related issues.

Assistance to staff and students using ICT - including software support

- Setting up and repair of equipment for the delivery of the curriculum.
- Contribute to ICT training and advise, and train Trust staff as appropriate.

Service desk support

- Contribute to the development of a Service Desk that ensures requests for support are prioritised and completed in line with the department's standards.
- Work towards achieving and maintaining ITIL recognised standards of support.
- Problem solve and troubleshoot issues on the staff & students' computers equipment such as software, hardware, configuration, and user errors.
- Provide a high quality of user support to include:
 - Google Packages (including Chromebooks and Workspace)
 - Microsoft Office Packages (including Outlook and Teams)
 - Desktop support
 - Peripherals support
 - VOIP phone training for staff
 - Effective use of interactive display boards and related software

- Install software as required and to meet expected standards.

ICT hardware installation and maintenance

- Manage IT projects including the installation and configuration of new and existing IT equipment.
- Carry out repairs and maintenance to hardware to maximise the efficiency of equipment.
- Ensure the correct disposal of damaged/un-repairable equipment and that the Trust meets its recycling duties in line with current and emerging procedures and legislation.
- Manage and maintain the Trust's network cabling infrastructure.
- Be responsible for the assessment of new education builds: including effective implementation and functionality.

MIS & Data Management

- Trust MIS administration and fault remedy

Auditing

- Ensure that an up-to-date inventory is maintained.
- Manage the Trust's equipment cleaning audit to include computers, laptops, data projectors, and interactive panels.
- To assist with the production of an annual audit of the ICT equipment for the Trust IT Lead.

General

- Actively pursue training and accreditation on agreed plans for the Trust network, system developments and upgrades including software.
- To take responsibility for own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the Trust as a learning organisation.
- To contribute to the Health and Safety of pupils and other staff in accordance with current and emerging Health and Safety regulations and DSE legislation.
- Manage the effective implementation of projects and school ICT initiatives.
- Occasional inspection of cables in floors and ceilings.
- Evening work will be required from time to time to support events and timescales for which flexibility in working hours is essential.

Person Specification

Education & Qualifications	Essential	Desirable
GCSE English and Maths (Grade C or above / 4 or above / or equivalent)	X	
Level 2 IT qualification - e.g., GCSE or BTEC	X	
Hold a recognised computer or network qualification or equivalent experience	X	
Experience & knowledge		
Experience of working in a similar role	X	
Customer Service experience	X	
Experience of Network management	X	
Experience in managing and monitoring backup processes and procedures		X
Experience of managing and interpreting data	X	
Experience of installing and configuring computer hardware and software	X	
Exceptional technical knowledge of network and PC operating systems in particular for managing and configuring authority and school-wide LANs, WANs, WLANs, VPNs, etc.	X	
Experience of working in an educational environment		X
Experience of procurement and budget management		X
Knowledge of GDPR / Data Protection legislation	X	
Knowledge of safeguarding, child protection, and health and safety procedures.	X	
Experience of Windows/Apple operating systems.	X	
Experience with Android/Google Operating Systems		X
Hands-on experience troubleshooting hardware such as servers, routers, bridges, switches, hubs, modems, network interface cards	X	
Excellent knowledge of current protocols and standards	X	
Skills		
Good communication and presentation skills, both written and verbal	X	
Able to solve problems and design solutions and demonstrate ICT support skills.	X	
High level of accuracy and attention to detail	X	

Ability to prioritise and delegate effectively and respond swiftly to tight deadlines.	X	
Good interpersonal skills, with the ability to enthuse and motivate others, and develop effective partnerships.	X	
Trustworthy, honest, and discrete, able to maintain confidentiality	X	
Willingness to work flexibly and work extra hours as necessary to meet the needs of the Trust	X	
Good level of IT skills including Microsoft Office software & Teams	X	
Ability to identify own and others' training & development needs and co-operate with appropriate individuals to address these	X	
Ability to persuade, motivate, negotiate and influence	X	
Knowledge of relevant policies/codes of practice/legislation	X	
Attributes		
Committed to the Mowbray Education Trust values and aims	X	
Aware of and committed towards equal opportunities	X	
Committed to own continual professional development	X	
To be organised, efficient, reliable, and punctual	X	
Have a polite, friendly, and flexible approach to work, always keeping calm and professional	X	
To follow instructions	X	
Interpersonal - common courtesy, tact, and confidentiality	X	
Other		
Ability to travel to other Multi Academy Trust sites	X	
Is fluent in the use of the English language	X	

All roles are subject to full pre-employment safeguarding checks; including an Enhanced DBS with Barred List check and 6-month probation period.