

ICT Services Technician

Grade 3, point 6 = £24,796 to Grade 3, point 9 = £25,989
Full Time, Permanent.



UNIVERSITY OF
LINCOLN

ACADEMY TRUST



“Transforming lives”

This post closes on the 13th February 2026 at 9am.

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About our Trust:

Thank you for your interest in this post. Our family of schools currently stands at seven: one special school; four primary schools; and two secondary schools. We serve over 3100 pupils and more than 550 staff. We also are unique in that we educate more than 132 apprentices and are our own apprenticeship provider.

We are clustered in the southeast of Lincolnshire, predominately in the South Holland district of the county. These are rural communities and often hold many challenges for our young people in terms of access to services and opportunities. To some this is a challenge, to us it is our mission: 'to enhance life choices' and 'to transform lives'.



To date, the trust has experienced many successes in terms of opportunities, improved outcomes for our young people and success in Ofsted too. This role like all within our wider teams is critical to helping ensure that pupils and staff are fully supported.

We are excited to introduce a new central IT support role to the team. This is an important position to strengthen the reliability, responsiveness and user experience of digital systems across the Trust. Working closely with the Trust IT Lead and school-based teams, the IT Support Technician will provide a professional service desk function, deliver on-site and remote technical support, and help ensure that schools can confidently meet their digital and safeguarding obligations.

Like all wider support roles this position is critical in helping staff and pupils experience high quality infrastructure that allows them to be successful and is rewarding in the genuine difference you make to those groups.

For more information about our trust please visit www.uolat.co.uk

A handwritten signature in black ink that reads "Stuart Anderson".

Stuart Anderson

Chief Executive Officer



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ACADEMY TRUST

IT Services Technician

Job Description

Job Title: IT Services Technician

Salary: Grade 3: 6 = £ 24,796 to
Grade 3: 9 = £ 25,989

Reports to: Lead Officer for Information Technology



Full Time, Permanent.

Job Purpose

We are excited to introduce a new central IT support role to strengthen the reliability, responsiveness and user experience of digital systems across the Trust. Working closely with the Trust IT Lead and school-based teams, the IT Support Technician will provide a professional service desk function, deliver on-site and remote technical support, and help ensure that schools can confidently meet their digital and safeguarding obligations.

This role will help us build a modern, efficient support model that enables staff and pupils to make the best possible use of technology every day.

- Provide first-line and on-site technical support across Trust schools
- Respond to and resolve service desk requests in line with Trust service standards
- Maintain accurate IT asset records and support lifecycle refresh programmes
- Support installation, configuration and maintenance of hardware and software
- Assist with knowledge base articles and user guidance to support self-help
- Promote good digital practice and provide user support where needed
- Actively contribute to the Trust's progress toward digital and cyber security standards

The ideal candidate will have experience providing IT support in a school or similar environment, with a strong focus on customer service, teamwork and problem solving. They will:

- Be confident in supporting Microsoft 365 services, Active Directory, virtualisation technologies, Windows server environments, backup and recovery processes, and core network services.
- Have strong communication skills and a calm, helpful approach
- Show initiative, flexibility and a willingness to learn and develop
- Hold a full UK driving licence to support school visits

Specific areas of responsibility and key tasks

Key ICT Service Tasks

- Provide first-line and on-site technical support to Trust schools, resolving incidents and service requests through the central service desk in a timely and professional manner.
- Deliver on-site technical support across a defined cluster of Trust schools when required, supporting incidents, installations and maintenance activity.
- Support the delivery of the Trust's digital and technology approach by maintaining reliable access to core systems, devices and services used by staff and pupils.
- Install, configure and support IT hardware and software, including desktops, laptops, peripherals and classroom technology.
- Support user account management and access control, including Active Directory and Microsoft 365 user administration, in line with Trust guidance.
- Assist with the support and maintenance of server and virtualised environments, escalating issues appropriately where required.
- Maintain accurate records of devices, systems and changes, including asset management and service desk documentation.
- Contribute to the continuous improvement of IT support processes by identifying recurring issues, inefficiencies or user experience problems and suggesting practical improvements.
- Assist in the development and maintenance of service desk knowledge articles, user guidance and standard procedures.
- Support schools in adopting Trust-wide standards and good practice for system use, data protection and security through day-to-day support and guidance.
- Use service desk data, trends and user feedback to highlight areas for improvement and help build a more effective, reliable and user-focused digital service.



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IT Services Technician

Person Specification

IT Services Technician Person Specification



a) Training and qualifications	Essential	Desirable
GCSEs (or equivalent) in Maths and English at grade 4 (C) or above	X	
Attained a recognised IT qualification		X
Possession of a full driving licence	X	
b) Experience	Essential	Desirable
Providing IT technical support to end users in an education, public sector or comparable professional environment		X
Working in a service desk or helpdesk model, logging, prioritising and resolving support requests	X	
Supporting Windows-based devices and common workplace or classroom hardware	X	
Supporting users with Microsoft 365 services	X	
Delivering both remote and on-site technical support		X
Supporting users with varying levels of technical confidence	X	
Working across multiple sites or supporting geographically distributed users		X
Supporting or assisting with on-premises or cloud-based server infrastructure	X	
Exposure to virtualisation technologies (e.g. VMware, Hyper-V or similar)		X

c) Professional Knowledge and Skills	Essential	Desirable
Knowledge of Windows operating systems and device configuration	X	
Understanding of basic networking and connectivity concepts	X	
Awareness of server infrastructure concepts and virtualised environments	X	
Ability to diagnose and resolve common hardware, software and connectivity issues	X	
Awareness of cyber security good practice and secure system use	X	
Understanding of the importance of data protection and access controls	X	
Ability to follow technical standards, procedures and documented processes	X	
Strong written and verbal communication skills, including the ability to explain technical issues to non-technical users	X	
d) Personal Attributes	Essential	Desirable
Strong customer service focus with an approachable and professional manner	X	
Ability to prioritise workload and respond calmly under pressure	X	
Willingness to learn, develop skills and adapt to changing systems and requirements	X	
Ability to work independently while contributing positively to a Trust-wide team	X	
Organised, reliable and able to manage time effectively	X	
Commitment to supporting children/schools and enabling staff to work effectively	X	

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

We will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.