

Job Description



Our Lady and All Saints
Catholic Multi Academy Company
Strong in Faith

Post Title	IT Support Technician
School	Our Lady and All Saints MAC
Salary Band/Range	Band C £26,824 - £29,540
Responsible to	Head of IT (John Henry Newman)
Location	Roving – across OLAAS primary school sites
DBS Check	Enhanced
Special Conditions	None

1. Job Purpose

This job description and person specification relates to the role of IT Support Technician within Our Lady and All Saints Catholic Multi Academy Company (OLAAS MAC).

Core Purpose:

To provide hands-on technical IT support across the OLAAS primary school estate, working directly under the Head of IT. The post holder will play a central operational role in the delivery of the Trust's Wave 1 Microsoft 365 consolidation during summer 2026, and will form the foundation of the Trust's central IT support model thereafter.

This is an autonomous, field-based role. The post holder must be able to manage their own workload, plan site visits and prioritise independently across multiple schools with minimal day-to-day supervision. The role requires an experienced technician confident in Microsoft cloud technologies and comfortable working in a busy primary school environment.

2. Key Responsibilities

2.1 Main Duties

- Carry out Windows device wipe and Autopilot enrolment across Wave 1 schools under processes defined by the appointed transformation partner.
- Re-enrol Apple iPads into the OLAAS Intune tenancy following the supplier's defined process.
- Work to agreed project timelines and completion criteria, escalating blockers or device failures promptly to the Head of IT and transformation partner.
- Maintain accurate device records throughout the transition, updating the Trust asset register as devices are processed.
- Provide on-site technical presence at each school during hypercare and go-live as required.

Day-to-Day IT Support

- Provide first and second line support across OLAAS primary schools, responding to incidents and service requests via the Trust helpdesk.
- Diagnose and resolve hardware, software, connectivity and account issues, escalating to the third-line backstop supplier where required.
- Manage Microsoft 365 user accounts via Entra ID, including onboarding, offboarding, password resets, group membership and licence assignment.
- Manage and maintain Intune device policies for Windows and iOS, including compliance policies

and configuration profiles.

- Support the deployment, configuration and repair of end-user devices (laptops, desktops, iPads) across Trust schools.
- Assist with printer, MFD and peripheral configuration, including SMTP relay and scan-to-folder setup.
- Maintain and update the Trust IT asset register, ensuring accurate records across the primary estate.
- Provide informal guidance and basic training to school staff on Microsoft 365 tools and Trust IT procedures.

Governance, Security & Compliance

- Log and manage all support activity in the Trust ticketing system, maintaining accurate and timely records.
- Escalate cybersecurity concerns, suspected breaches or safeguarding issues immediately to the Head of IT and the school's Designated Safeguarding Lead.
- Support the Head of IT in maintaining the Trust's Cyber Essentials compliance position, including device patch status and Intune policy adherence.
- Operate at all times within OLAAS policies including the IT Acceptable Use Policy, Data Protection Policy and Safeguarding Policy.
- Any other duties that would reasonably be expected of the post holder.

2.2 People

The job involves no direct responsibility for the supervision, direction or coordination of other employees within the school situation.

2.3 Financial

The postholder may handle small amounts of cash, cheques or equivalent for school activities, school trips and fundraising events.

2.4 Buildings & Equipment

Responsibility for the correct use and handling of equipment. Some responsibility for ensuring that the correct equipment/resources are available for pupil use.

2.5 Health & Safety

The post holder will be responsible for their own health and safety. All duties and responsibilities must be carried out in line with the specific requirements detailed in the school Health and Safety policies.

2.6 Policies & Procedures

The post holder will be accountable for ensuring that they are aware of relevant school policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

All duties and responsibilities must be carried out with due regard to the Our Lady and All Saints Multi Academy Company policies and procedures.

3. Other Conditions

3.1 Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the school they may be required.

3.2 Equal Opportunities

School is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.

3.3	Variations to Job Descriptions
Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the School therefore retains the right to amend job descriptions to reflect changing requirements.	
3.4	Training and Development
The school is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.	
3.6	Core Qualities & Leadership Framework
The school expects all staff to demonstrate the behaviours in the Core Qualities Framework and where appropriate, those in the Leadership Framework, to an acceptable level.	
3.7	Safeguarding
<p>Our Lady and All Saints Catholic Multi Academy (The MAC) is committed to keeping children, young people and vulnerable adults safe. The post holder is responsible for promoting and safeguarding the welfare of the children, young people and vulnerable adults for whom they are responsible or comes into contact with. The post holder must read and understand the most recent Part 1 of Keeping Children Safe in Education, signing to state that this has been carried out.</p> <p>Carry out Annual Safeguarding training</p> <ul style="list-style-type: none"> • Support the Manager in promoting safeguarding and welfare, being specifically responsible for the children, young people and vulnerable adults they are responsible for, or comes into contact with • Refer any safeguarding issues to the school's DSL immediately and record concerns on the relevant IT system. • Ensure compliance to Safeguarding Policies and Procedures within the MAC • All duties and responsibilities must be carried out with due regard to Our Lady and All Saints Multi Academy Company policies and procedures. 	
Compiled/Reviewed by:	
Date:	