

Job Description for IT Technician

Job Title:	IT Technician
Reporting to:	Lead Technician
Location:	Salford City Academy Potential, occasional support, across other academies within the cluster service

Role Overview: The IT Technician will provide high-quality first-line technical support to staff and students, ensuring the reliable operation of IT systems that support teaching, learning, and administration.

Working as part of a wider IT Service team, the role includes supporting classroom technology, maintaining IT infrastructure, and contributing to a secure, efficient, and modern digital learning environment

Key Responsibilities

Service Delivery & Support

- Provide first-line technical support via the helpdesk, resolving incidents and service requests in line with agreed service levels
- Ensure minimal disruption to teaching and learning by prioritising classroom-impacting issues
- Accurately log, update, and resolve incidents using the IT service management system
- Escalate complex issues to senior technicians or third-line support where required
- Contribute to knowledge base articles and documentation to improve service efficiency

Classroom & End-user Support

- Support classroom technology including interactive displays, AV equipment and presentation systems
- Assist teaching staff with the use of IT systems and digital learning platforms (e.g. Microsoft 365)
- Provide on-the-spot support during lessons where required

IT Infrastructure & Systems

- Install, configure, and maintain desktops, laptops, printers, and peripherals
- Manage user accounts and permissions in Active Directory / Entra ID and Microsoft 365
- Support core network services (e.g. DHCP, DNS, Wi-Fi connectivity) under direction
- Assist in maintaining network hardware such as switches and wireless access points
- Support device builds and deployment using standardised processes

Cloud & Modern Workplace Technologies

- Support Microsoft 365 services including email, OneDrive, Teams, and SharePoint
- Assist with device management platforms (e.g. Intune or equivalent)
- Support hybrid IT environments (on-premise and cloud-based systems)

Security, Safeguarding & Compliance

- Support and maintain endpoint protection, antivirus, and patching processes
- Assist in maintaining web filtering and monitoring systems in line with safeguarding requirements
- Assist with the implementation and maintenance of Trust Digital Standards
- Ensure compliance with GDPR and handling of sensitive school data
- Be vigilant to safeguarding concerns identified through IT usage and report appropriately
- Support cyber security best practices, including awareness of phishing and MFA

Asset & Lifecycle Management

- Maintain accurate records of ICT assets, including hardware and software licensing
- Assist with procurement, deployment and disposal of IT equipment
- Ensure all devices meet Trust standards and are fit for purpose

Monitoring & Maintenance

- Monitor system performance and proactively identify issues
- Support routine system monitoring
- Contribute to routine maintenance and scheduled updates

Collaboration & Communication

- Build effective working relationships with staff, students, and third-party suppliers
- Communicate technical information clearly to non-technical users
- Work collaboratively with the wider IT team across multiple sites

This post may involve both evening and weekend work and the post holder will need to demonstrate a degree of flexibility and willingness to work unsocial hours. The need to adapt working hours around the business need of the academy is an expectancy of the job role.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation. However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder.

Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools' IT Strategy or the incumbent of the post.