

Job Description

Post Title:	Technology Support Technician
Location:	Heanor Gate Spencer Academy
Salary/Pay Range:	NJC12 – NJC16
Hours of work:	37 hours per week, 52 weeks per year (additional hours may be required to meet the requirements of the role)
Reporting to:	Technology Support Manager

Purpose of Role

The Technology Support Technician is responsible for delivering day-to-day IT services within the academy, ensuring a responsive, reliable, and high-quality service for staff and students.

Working as part of the Trust IT Services team, the role provides frontline support, resolves incidents, and maintains systems in line with Trust standards, ensuring technology effectively supports teaching, learning, and organisational operations.

The post holder will work with a high degree of independence, managing routine support activities while escalating more complex issues to the Technology Support Manager as required.

Nature and Scope

The Technology Support Technician reports to the Technology Support Manager and is responsible for delivering IT support within the academy.

The role is primarily based at a single academy, providing day-to-day support while working within Trust standards, systems, and processes.

The post holder is expected to manage incidents, devices, and user support independently, following agreed service processes and escalation pathways.

The role works closely with central IT Services teams and other academies where required, ensuring consistency and alignment with Trust-wide service delivery.

While the role is primarily based at a single academy, the post holder may be required to work across other academies within the Trust as required to support service delivery.

Main Duties and Responsibilities:

General Delivery

- Provide day-to-day IT support within the academy, ensuring a responsive and high-quality service for all users.
- Log, manage, and resolve incidents and requests in line with agreed service processes and priorities.
- Resolve a wide range of technical issues independently, escalating complex or high-impact problems to the Technology Support Manager or central teams as appropriate.
- Support the setup, configuration, and maintenance of user devices, including laptops, desktops, and mobile devices.
- Support users with access to systems, applications, and services, including Microsoft 365 and Trust platforms.
- Ensure devices and systems are maintained, secure, and aligned to Trust standards.
- Support the onboarding of new staff, students, and devices into Trust systems.
- Maintain accurate records of assets, configurations, and support activity in line with Trust standards.
- Support service continuity within the academy during periods of high demand or staff absence.
- Support the ordering and tracking of IT equipment and services in line with Trust processes, ensuring appropriate approvals and accurate record keeping.
- Build strong working relationships with academy staff and provide clear, user-focused support and guidance.
- Maintain up-to-date knowledge of Trust systems, tools, and processes.
- Comply with all Trust policies, including safeguarding, data protection, health and safety, and acceptable use.
- Undertake other duties appropriate to the level and responsibilities of the role.

Systems and Information Security

- Support the secure use of IT systems, ensuring compliance with Trust policies and data protection requirements.
- Follow agreed processes for user access, device management, and system usage.
- Identify and report any risks relating to system security, safeguarding, or data protection.
- Promote good practice in system use, access control, and data handling.

Research and Planning

- Support the rollout of new devices, systems, and services within the academy.
- Contribute to testing and implementation activities, ensuring minimal disruption to users.
- Identify opportunities to improve service delivery and user experience.

Team Support

- Provide informal support and guidance to junior staff or colleagues where appropriate.
- Share knowledge and contribute to a collaborative and supportive team environment.
- Support the Technology Support Manager in maintaining effective service delivery within the academy.

These above-mentioned duties are neither exclusive nor exhaustive, the post- holder maybe required to carry out other duties as required by the Trust.

Spencer Academies Trust is committed to safeguarding and promoting the welfare of all our children and young people. Therefore, we expect everyone to share this commitment. All appointments are subject to satisfactory pre- employment checks, including a satisfactory Enhanced criminal records with Barred List Check through the Disclosure and Barring Service (DBS) and the completion of Level 2 Safeguarding training. It is an offence to apply for the role if an applicant is barred from engaging in regulated activity relevant to children (where the role involves this type of regulated activity).

The Trust and its member academies are committed to promoting equality and diversity in both employment and education provision. We aim to ensure that students, parents, governors, employees, contractors, partners, clients and other stakeholders within the Trust community are treated fairly, and with dignity and respect regardless of Protected Characteristics.

Spencer Academies Trust is a Disability Confident Committed Employer

Name

Signature

Date

Person Specification

	Essential	Desirable
Qualifications and Experience		
Relevant IT qualification or equivalent experience	AIR	
Experience providing IT support in a service or school environment	AIR	
Experience supporting modern endpoint devices and user environments	AIR	
Experience working with Microsoft 365 and cloud-based systems	AIR	
Experience working in a customer-facing support role	AIR	
Relevant technical certifications (e.g. Microsoft, CompTIA or equivalent)		AIR
Experience supporting MIS platforms		AIR
Experience working within the education sector		AIR
Knowledge and Skills		
Knowledge of child protection and health and safety procedures.	AIR	
Good understanding of IT support and service delivery processes	AIR	
Knowledge of modern IT environments, including cloud services and device management	AIR	
Ability to diagnose and resolve technical issues independently	AIR	
Ability to prioritise workload and manage competing demands	AIR	
Understanding of safeguarding, data protection, and secure system use	AIR	
Personal Attributes		
Self-motivated and reliable	AIR	
Strong organisational skills	AIR	
Ability to work independently within an academy environment	AIR	
Good communication and customer service skills	AIR	
Ability to build effective working relationships	AIR	
Commitment to maintaining up-to-date technical knowledge	AIR	
Understanding of safeguarding responsibilities	AIR	
Full UK driving licence required		AIR
Ability to be respectful and promote equality of opportunity and diversity	AIR	
Safeguarding and Equality		
Understanding of responsibilities of the Trust and schools in ensuring compliance with all relevant legislation	I	
Must be able to recognise discrimination in its many forms and willing to put the school's equality policies into practice.	I	
Aware of equal opportunities in relation to this role	I	
Enhanced DBS & Online Check (Satisfactory) & suitable references	I	

Application (A) / Information (I) / Reference (R)