



Fantastic Opportunity! 3rd Line IT Support Technician Excelsior Multi Academy Trust



Contract: Permanent
Pay scale: Grade 4 £34,434 - £41,771
Hours: 36.5 hours a week – All Year Round
Closing Date: 16th August 2026
Interview Date: 27th August 2026

As an IT Third Line Support Technician, you will be part of a team of IT professionals who provide desktop support and server and networking support for Excelsior MAT.

Excelsior MAT has a supportive culture which is designed to support employees to achieve their full potential. Our culture is based around '*High Expectation, High Support and Low Threat*'

Together, we share a mission to improve educational standards across Trust schools, and work in collaboration to deliver on our goals.

At Excelsior we believe excellent teachers change lives

Above all, we understand that our schools are communities; and that we all benefit from creating a working environment in which staff feel happy, valued and gain satisfaction from their work. We are driven by our core values of:

OUR VALUES

Succeeding together
*Alone you are good, together
we are amazing.*

Aspiring from the start
*Where ambition begins on
day one.*

OUR VISION

Our schools to be
outstanding beacons of
equality, where pupils
succeed in a safe,
innovative, and vibrant
learning community.

OUR VALUES

Ensuring equality for all
*Equality, first, foremost,
forever.*

Engaging learning
Unlocking minds every day.

Excelsior Multi Academy Trust presently comprises of Colmers Form Primary School, Green Meadow Primary School, Parkfield Community School, Highters Heath Community School, Heath Mount Primary School, The Meadows Primary School, Thorns Primary School, and Turves Green Primary School.



Excelsior's main aims are to:

- Provide outstanding education through our values of equality, aspiration, and innovation.
 - Develop outstanding leadership and well-trained and motivated and happy staff. who will improve our pupils' outcomes in an exciting learning environment.
 - Deliver a broad, balanced and innovative curriculum of opportunity.
 - Provide opportunities for pupils to develop resilience, compassion, and respect for all.
- Provide our communities with excellent schools.

Core purpose of the role

To provide expert third-line technical support and specialist IT expertise across the Trust, ensuring the stability, security, performance, and continuous development of IT infrastructure and systems. The postholder will lead on the resolution of complex technical issues, support strategic technology projects, maintain cyber security and compliance standards, and work collaboratively with school leaders, the IT team, and external partners to deliver reliable and innovative technology services that enhance teaching, learning, and operational efficiency across all Trust schools.

We are looking for a dedicated, enthusiastic, and motivated individual to join the IT Team. In particular:

- Management and implementation of IT projects.
- Assisting the Head of IT with purchasing IT in the MAT including the development of relationships with suppliers.
- Assist in the implementation of innovation and digital transformation across the trust
- Travelling between school sites across Birmingham and the West Midlands during the day will be required.

What can we offer you:

An outstanding, innovative, and ambitious executive leadership team who, through their passion and drive to improve outcomes for children, support and motivate each other to achieve great things! In return for your commitment to our Trust, we can offer:

- Sector competitive pay.
- Excellent CPD opportunities
- A fantastic supportive working environment.
- The opportunity to make a significant difference in the lives of children across Birmingham and the West Midlands. Access to our mental health and wellbeing platform, ExcelWell.
- The opportunity to develop into a highly effective leader.
- 24/7 advice and helpline.
- Flexible working arrangements.

Recruiting and Onboarding:

If you would like an informal chat, or further information about the role, please contact the HR Team - hr@excelsiormat.org.

How to apply:

Please visit our website to download the Job Description & Person Specification and complete the online application and monitoring forms. If you have any queries, please email: HR@excelsiormat.org. Please do not send in CVs, the application form covers the information required and is designed to ensure fairness during interview shortlisting. Receipt of two references are required as part of the interview shortlisting process. Your application may be rejected if adequate references have not been provided.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment.