



THE ATHELSTAN TRUST

Caring, collaborative and excellent



IT Support Technician

Welcome to the Athelstan Trust.

Our Multi-Academy Trust is an organisation in which children, staff and parents can feel part of a caring, collaborative and excellent community.

We are a Multi-Academy Trust of six secondary schools and four primary schools across Wiltshire, Gloucestershire and South Gloucestershire. We were excited to welcome two new primary schools in the last few months and from October 2025 another secondary school. This will further enrich our collaborative strengths.

Established in 2015, the Athelstan Trust aims to achieve the best for, and from, each child. We enable each child to realise their full academic, creative and physical potential and to develop positive social and moral values.

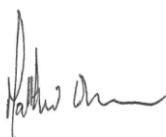
Believing that successful schools are rooted in their local community, we respect and value the individual nature and ethos of our schools while knowing we are more effective when we work together and support each other. Celebrating spiritual and creative diversity, success, and lifelong learning is important to us. We are inclusive and collaborative and promote a culture of openness and integrity.

We are absolutely committed to raising educational standards for all the children in our schools. We believe in developing the talents and skills of all our staff and students.

We seek applicants who share our vision and values.

We look forward to receiving your application.

Best wishes,



Matthew Evans

Chief Executive Officer

The Athelstan Trust



Our Philosophy as an Employer

The Athelstan Trust is absolutely committed to raising educational standards for all the children in our schools. In order to do this, we need to recruit the best staff who are committed to our vision and values.

We aim to be the employer of choice in our area and genuinely believe that all roles in our organisation can be carried out within a flexible working model. Working in schools should be seen as part of a rich fulfilling life and not a barrier to it. We will always consider a flexible working option for every post.

We understand that we need to support staff to achieve our goals and have in place a professional development programme that offers internal and external opportunities to develop the talents and skills of all our staff.

Why work for us?

Internal career opportunities

Personalised professional development and training

Employee assistance programme

Flexible working opportunities and a genuine commitment to family and work/life balance

Nationally negotiated cost of living pay

Automatic enrolment to the teacher or local government pension schemes

Generous holiday allowance for support staff

Recognition of local government continuous service

Cycle to Work scheme

Discounts at local gyms



IT Support Technician

- Start:** September 2026
- Salary:** £27,254 - £28,598 (SCP 9 – 12) or £29,064 – £30,518 (SCP 13-16) depending on experience
- Contract:** Permanent, full time 37 hours per week (all year round)
Flexible or part time hours will be considered
- Location:** TBC (School based in Gloucestershire / Wiltshire)
- Closing date:** Wednesday 8th July 2026, 12 noon

The Athelstan Trust is a successful and growing Multi-Academy Trust consisting of six secondary schools and four primary schools in Wiltshire, Gloucestershire and South Gloucestershire. We currently employ over 750 people and educate 4,500 pupils and plan to expand further over the coming years.

We are seeking a skilled and dedicated IT Technician to join our team. The ideal candidate will provide comprehensive technical support, manage computer systems, and ensure the smooth operation of our IT infrastructure. This role offers an opportunity to work in a dynamic environment, supporting a wide range of hardware and software solutions across various operating systems. The IT Technician will play a vital role in maintaining system security, troubleshooting issues, and delivering excellent customer service to internal users.

This role is likely to be primarily based at one school in the Athelstan Trust but would also require travel to other schools. An understanding of supporting IT in primary or secondary education would be a considerable advantage, but not essential as long as you have the ability and desire to learn new systems quickly. You will need to support a variety of devices such as Windows computers, Windows Laptops, iPads, MFDs, Interactive whiteboards, Interactive TVs, plus systems such as Windows Server and Microsoft 365

The Trust has invested heavily in updating its IT infrastructure over the past few years including virtual server infrastructure at most sites, upgrading core switches and extending wireless networks, online backup systems, centralised managed printing systems. We also have an established refresh cycle of upgrading client devices.

The Athelstan Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The successful candidate will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check along with standard pre-employment safeguarding checks. As the role includes working with children, it is exempt from the Rehabilitation of Offenders Act 1974. Applicants must, therefore, disclose all spent and unspent convictions. References will be sought for shortlisted candidates before interview. Please also be aware that you will be subject to an online check and that you may be questioned about the findings of such a check at your interview.



POST TITLE: IT SUPPORT TECHNICIAN	SALARY: SCP 9 – 12 / 13-16
RESPONSIBLE TO: TRUST IT MANAGER	
DATE: June 2026	

Responsible for No direct reports

Key liaisons IT Senior Support Technician
 School staff and leadership team
 Students
 External agencies
 Visitors
 Contractors

Hours of Work Full time 37 hours p/w (All Year Round)

Purpose of role

To provide and assist with coordinating Level 1 and 2 IT Support and provide some Level 3 support as described below.

To undertake a wide range of IT support duties in all areas of the school. This will include providing specialist technical and administrative support, practical assistance and advice to staff and students.

Duties

The post holder will be based across all the sites as needed in the Trust according to operational demands for support.

Provide IT Support

- Provide technical support to users relating to all IT, telecoms and AV equipment (henceforth referred to as “IT equipment”)
- Assist in the maintenance and daily monitoring of the efficient operation of the school’s IT equipment
- Respond to support requests sent to Parago or answer phone calls/requests for support and respond as necessary
- Ensure that all existing internal SLAs are honored through effective and accessible communication with appropriate groups of users
- Request support from the Trust IT Manager / IT Senior Support Technician when necessary
- Maintain network access rights including creating new user accounts and archiving old ones
- Ensure that all IT equipment is kept clean, tidy and in a safe condition
- Monitor and carry out routine and non-routine checking, maintenance, calibration, cleaning and fault investigation
- Provide and support IT equipment associated with assemblies, meetings and other events. This will on occasion require out of hours working



This job description only contains the main accountabilities relating to the posts and does not describe in detail all of the duties required to carry them out. The post holder may be required to undertake other duties and responsibilities that are commensurate with the nature and level of the post.

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



Person Specification – IT SUPPORT TECHNICIAN	Essential (E) or Desirable (D)
Education	
GCSE or equivalent English and Mathematics	E
Level 3 extended diploma in IT	D
Certification in Microsoft desktop technologies	D
Qualifications in FITS Practitioner or ITIL Foundation	D
Experience	
Experience in a similar role	E
Experience in maintaining IT equipment and upgrading equipment	E
Experience of working with a helpdesk	D
Experience working in and supporting an educational environment	D
Experience of maintaining Microsoft Office 365	E
Experience of maintaining Google G-Suite	D
Experience of print management solutions, ideally PaperCut	D
Excellent working knowledge of school MIS systems e.g. SIMS	D
Behaviours	
Natural communicator	E
Professional and approachable	E
Confident and logical approach to problem-solving	E
Assertive, confident and tactful	D
Confident at following through on tasks and resolving enquiries	E
Pro-active and innovative	D
Positive attitude to change	D
Able to take on board constructive criticism and learn from mistakes	E
Skills	
Excellent written and verbal communication skills	E
Good planning and organisational skills	E
Ability to prioritise and multitask	E
Ability to diagnose and troubleshoot issues	D
Ability to use own initiative and work unsupervised	E
Current UK driving licence and access to a vehicle to allow travel between sites	E
Attributes	
Committed to the Athelstan Trust aims	E
Committed to Equality and Diversity	E
Committed to own continuing professional development	E

