

RLT Senior IT Technician - Job Description

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| Job Title: | RLT Senior IT Technician |
| Date last reviewed: | January 2026 |
| Grade of post: | Grade 9 |
| Location: | <p>The post is split across Trust functions and schools, with approximately 0.25 FTE supporting RLT Primary Schools, 0.25 FTE supporting the RLT Central IT Team, and 0.5 FTE based at The Swan School.</p> <p>The role requires travel between RLT school sites. Flexible and remote working options are available in line with the operational needs of the Trust and project requirements.</p> <p><i>The initial induction and probation period will be based at The Swan School.</i></p> |
| Line Manager: | RLT Systems Developer |
| Disclosure Level: | Enhanced DBS |

Purpose of the Role

The Senior IT Technician plays a key role in maintaining and supporting the IT systems that enable effective teaching, learning, and administration across the trusts primary and secondary schools. The role involves a focus on providing dedicated, high-quality IT support and strategic advice to RLT Schools, while also managing essential infrastructure and implementing technical solutions to ensure reliable, secure, and efficient IT services across the trust. Working closely with Network Managers and RLT central IT team, the Senior IT Technician handles complex technical issues, contributes to the ongoing improvement of IT services across the Trust, and supports the enhancement of cyber security by promoting staff awareness, maintaining secure systems, and helping to identify and mitigate potential risks. The role operates flexibly across the Trust, supporting both primary and secondary schools as required to maintain effective, reliable IT services.

Main Responsibilities

Senior IT Technician: Core Responsibilities

Priority Responsibility: Cross-Trust IT Support

- **Service Delivery:** Manage the helpdesk queue efficiently, escalating issues to Network Managers, Central IT, or liaising with third-party vendors for resolution.

- **Dedicated Primary and Secondary School Support:** Provide comprehensive remote and regular on-site IT support to Primary Schools and one Secondary School (e.g., fortnightly visits), advising on all aspects of IT provision and strategy for those sites.
- **Secondary School Capacity Support:** Proactively fill gaps in IT support capacity at any secondary school as required, assisting the site-based IT team during periods of absence, high workload, or major project rollouts.
- **Advanced Incident Management:** Act as the second-line escalation point for complex technical issues (hardware, peripherals, OS, software), troubleshooting problems that cannot be resolved by first-line technicians.
- **Supporting Onboarding of New Schools:** Assist with IT setup and integration for new schools joining the Trust, including deployment of Trust-standard systems, familiarisation of staff with IT procedures, and ensuring secure and reliable IT services.
- **Supporting Development of Junior IT Staff:** Provide guidance, training, and advice to junior IT team members, helping them develop technical skills, best practice approaches, and confidence in resolving IT issues, while promoting consistent, high-quality service

Infrastructure, System Management, & Projects

This section covers responsibilities related to maintaining the core technological backbone and leading technical implementation projects.

- **System Maintenance:** Proactively maintain and monitor the schools' core IT infrastructure, including physical and virtual servers, network switches, WiFi, routers, firewalls, storage, backups, and disaster recovery systems.
- **Lifecycle Management:** Help with the commissioning and decommissioning of IT services and hardware, including WEEE recycling for all outdated equipment
- **Infrastructure Projects:** Collaborate with Network Managers and the Central IT Team to design, plan, and deliver infrastructure projects in line with Trust requirements and strategic goals.
- **Software and Deployment:** Build, test, and deploy software packages across various school sites.
- **Documentation & Change Control:** Create and maintain detailed documentation of systems, processes, and technical configurations. Support change management by documenting system changes and ensuring minimal disruption to users.

Security, Compliance, & Digital Governance

This section covers the critical responsibilities related to protecting data, enforcing policy, and managing public-facing digital assets.

- **Security Implementation:** Implement regular system updates and security patches, performing appropriate CVE (Common Vulnerabilities and Exposures) assessments as needed.
- **Policy and Compliance:** Ensure all actions comply with relevant Trust and school policies, including data protection, safeguarding, and health & safety.

- **CCTV Management:** Extract and export CCTV footage strictly in response to official staff requests, adhering to RLT/school policy.
- **Web & Content Management:** Support the management of school websites by uploading new content, ensuring pages are updated, and coordinating essential communications, such as school closure alerts (posting to the website and notifying external bodies).

Strategic Input, Procurement, and Staff Development

This section covers responsibilities related to long-term planning, financial efficiency, and professional conduct.

- **Strategic Contribution:** Contribute technical expertise to school-wide and Trust-wide technology strategy discussions to align IT services with educational and administrative goals.
- **Procurement and Budget:** Assist with procurement planning by researching, recommending, and negotiating cost-effective hardware/software purchases. Liaise with suppliers for warranty returns and service requests.
- **Staff Development:** Deliver focused training or drop-in sessions to effectively upskill staff and students on new technologies and best practices.
- **Professional Conduct:** Act as a positive role model and collaborative member of the wider IT team, engaging in continuous professional development and participating fully in the Trust's performance review/appraisal process.

The Swan School and The River Learning Trust are committed to safeguarding and promoting the welfare of all children and preventing extremism; all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. The successful candidate will be required to undergo an Enhanced Disclosure from the Disclosure and Barring Service (DBS) and obtain any other statutorily required clearance. Employment will also be conditional on the receipt of at least two acceptable references (1 from current/latest employer) and evidence of the formal qualifications required for the role.

Person Specification

| | Essential | Desirable |
|---|-----------|-----------|
| Qualifications | | |
| Educated to Level 3 or equivalent (A-levels, BTEC etc.) | ✓ | |
| Experience | | |
| Experience of working in a school-based IT support role | | ✓ |
| Experience providing first-line IT support | ✓ | |
| Experience using or managing ticketing/helpdesk systems | | ✓ |
| Experience supporting cloud platforms (e.g., Google Workspace) | ✓ | |
| Experience working across multiple school sites or Trust-level IT support | | ✓ |
| Knowledge | | |
| Understanding of Google Workspace (e.g., Drive, Gmail, Classroom) | ✓ | |
| Understanding of ICT account management | ✓ | |
| Knowledge of printing solutions (e.g., Papercut) | ✓ | |
| Awareness of cyber security practices (e.g., 2FA, secure passwords) | ✓ | |
| Familiarity with primary/secondary school IT needs and environments | | ✓ |
| Understanding of school MIS systems (e.g., Bromcom) | | ✓ |
| Skills, Abilities and Personal Qualities | | |
| Strong interpersonal and communication skills | ✓ | |
| Able to communicate technical information clearly to non-technical users | ✓ | |
| Excellent organisational and time management skills | ✓ | |
| Ability to prioritise workload and respond to competing demands | ✓ | |
| Calm and professional approach under pressure | ✓ | |
| Willingness to travel between Trust schools when required | ✓ | |
| Ability to work independently and as part of a remote team | ✓ | |
| Positive attitude towards personal and professional development | ✓ | |
| Demonstrable commitment to customer service and user satisfaction | ✓ | |
| Accuracy and attention to detail | ✓ | |
| Understanding of and commitment to safeguarding and EDI practices | ✓ | |
| Full UK Driving Licence | ✓ | |