

**Our Lady and All Saints MAC  
Person Specification  
JOB Title: IT Support Technician**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION &amp; TRAINING</b>		
Level 3 qualification in IT / Computing or equivalent demonstrable experience		*
Microsoft certification (e.g. MS-900, MD-102) or evidence of working towards		*
<b>SKILLS &amp; ABILITIES</b>		
Confident troubleshooting Windows 11 hardware and software issues	*	
Ability to perform device wipe, rebuild and Autopilot reset processes accurately and at pace	*	
Ability to configure and re-enrol Apple iPads (ABM / ASM, Managed Apple IDs, Intune profiles)	*	
Understanding of network fundamentals (DNS, DHCP, IP, Wi-Fi) sufficient to diagnose connectivity issues	*	
Familiarity with printer and MFD configuration including SMTP relay and scan-to-email		*
Understanding of Conditional Access, MFA and Entra ID security concepts	*	
Ability to manage own workload and prioritise across multiple schools without close supervision	*	
Clear and confident communicator with non-technical staff at all levels	*	
Methodical and accurate, particularly when processing large device batches	*	
<b>EXPERIENCE</b>		
Minimum 2 years' hands-on IT support experience	*	
Proven experience deploying and managing devices via Microsoft Intune, including Windows Autopilot enrolment and iOS / iPadOS device management	*	
Hands-on Microsoft 365 administration: Exchange Online, SharePoint, Entra ID, Teams	*	
Experience managing Entra ID user accounts, groups, licences and Conditional Access policies	*	
Experience working independently across multiple sites without daily supervision	*	
Experience working in a school or education environment		*
<b>CORE QUALITIES</b>		
Resilient and adaptable – effective when plans change or issues arise on-site	*	
Reliable, honest and professional in all dealings with staff, pupils and leadership	*	
Committed to data protection, information security and responsible use of technology	*	

Good time keeping and self-management	*	
Open, willing and flexible approach to work	*	
<b>OTHER REQUIREMENTS</b>		
Commitment to safeguarding and promoting the welfare of children and young people	*	
Willingness to complete enhanced DBS check and all required safer recruitment checks prior to appointment	*	
Commitment to equality, diversity and inclusion in service delivery	*	
Willingness to undertake OLAAS MAC required safeguarding and other mandatory training	*	
<b>HEALTH &amp; SAFETY</b>		
The post holder will be responsible for their own health and safety. All duties and responsibilities must be carried out in line with the specific requirements detailed in the school Health and Safety policies.		
<b>POLICIES &amp; PROCEDURES</b>		
The post holder will be accountable for ensuring that they are aware of relevant school policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.		
<b>EQUAL OPPORTUNITIES</b>		
Our Lady and All Saints Catholic Multi Academy is committed to Equal Opportunities and expects all staff and volunteers to recognise and value differences and to treat everyone with dignity and respect.		
<b>SAFEGUARDING</b>		
<ul style="list-style-type: none"> <li>• Report any safeguarding concerns to the school's Designated Safeguarding Lead (DSL) immediately and record concerns appropriately.</li> <li>• Ensure compliance with Safeguarding Policies and Procedures within OLAAS MAC.</li> <li>• All duties and responsibilities must be carried out with due regard to Our Lady and All Saints Multi Academy Company policies and procedures.</li> </ul> <p><b>Our Lady and All Saints Multi Academy Company</b>, has a responsibility for and is committed to safeguarding and promoting the welfare of children, young people and vulnerable groups.</p> <p>All employees and volunteers are expected to share this commitment and to obtain an Enhanced Disclosure and Barring Service check (DBS) and where relevant, a childcare disqualification check. Any offer of employment will be subject to satisfactory references and other satisfactory pre-employment checks.</p> <p>This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974, 2013 and 2020.</p> <p>An online search will also be carried out as part of due diligence on all short-listed candidates.</p>		
<b>Prepared by:</b>	OLAAS	
<b>Date:</b>	April 2026	