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.
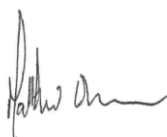
Believing that successful schools are rooted in their local community, we respect and value the individual nature and ethos of our schools while knowing we are more effective when we work together and support each other. Celebrating spiritual and creative diversity, success, and lifelong learning is 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: February/March 2025

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: Tuesday 13th January 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 an equal opportunities employer. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful candidate will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check.

 We are a flexible working employer, and we are willing to make any reasonable adjustments you require during your interview so please ask us.

POST TITLE: IT SUPPORT TECHNICIAN	SALARY: SCP 9 – 12 / 13-16
RESPONSIBLE TO: TRUST IT MANAGER	
DATE: December 2025	

Responsible for   No direct reports

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

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

Flexible Working requests will be considered

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
- Diagnose and resolve workstation operating system and software problems
- Assist all staff with technical issues and undertake other duties commensurate with the post

Develop and maintain IT services
- Monitor the sites' online data backup system
- Support, when necessary, the installation of new IT equipment and the installation of operating systems and software onto them
- Have devolved responsibility for purchasing minor parts to effect repair or replacement
- Be responsible for maintaining records of stock and loans of equipment and materials in addition to undertaking annual stocktaking, identify and order new stock as required
- Be able to administer the schools' managed printing solutions

Maintain all IT-based communications systems
- Maintain the email system ensuring that new mailboxes are created and old mailboxes are deleted as required
- Administer the digital signage system

Non-technical duties
- Ensure the safe storage of equipment, materials and the disposal of waste and hazardous material in line with relevant regulations, guidelines and Trust procedures
- Have delegated responsibility for the purchase of relevant items locally when authorised, assessing the availability of suitable alternatives in line with best value principles and maintaining records of transactions and expenditure in accordance with the Trust's financial procedures
- Undertake clerical duties when necessary.

Data Protection and Safeguarding
- Ensure the security of all information held on the computer systems is maintained in line with Data Protection, school policy and virus protection
- Work within the requirements of Data Protection at all times
- Understand your responsibilities in relation to Safeguarding and Child Protection and how to highlight an issue / concerns
- Remain vigilant to ensure all students are protected from potential harm.

General
- The post-holder will be expected to undertake any appropriate training provided by the Trust to assist them in carrying out any of the above duties
- The post-holder will be expected to contribute to the protection of children and young people, as appropriate, in accordance with any agreed policies and/or guidelines, reporting any issues or concerns to their immediate line manager
- The post-holder will be required to promote, monitor and maintain health, safety and security in the work place. To include ensuring that the requirements of the Health & Safety at Work Act, COSHH, and all other mandatory regulations are adhered to
- An Enhanced Disclosure with the Disclosure and Barring Service (DBS) will be undertaken before an appointment can be confirmed.

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