

Cluster Technician

Job Description

Post: Cluster Technician

Responsible to: Senior Cluster Technician (with functional oversight from the Service Delivery Manager)

Location: Cluster-based, with regular travel between assigned Trust schools

The Cluster Technician provides consistent on-site and remote technical support to a defined group of Trust schools, acting as the Trust's operational IT presence at school level.

The role focuses on the reliable support and maintenance of classroom, office, and local infrastructure technology, operating strictly within Trust standards and processes while escalating complex or non-standard issues to senior colleagues.

Core Responsibilities

- Deliver first- and second-line technical support to staff and pupils across assigned schools
- Ensure local IT environments operate reliably and safely to support teaching and learning
- Resolve incidents and requests escalated from the Service Desk within agreed timescales
- Escalate issues promptly where resolution falls outside defined scope or standards

Technical Support & School Operations

- Provide hands-on support for end-user devices, classroom technology, and core Trust systems
- Support device setup, deployment, replacement, and refresh activities
- Undertake routine checks and basic maintenance of local infrastructure and peripherals
- Assist with troubleshooting hardware, software, and connectivity issues

Standards, Security & Safeguarding

- Apply Trust IT standards, security controls, and acceptable use requirements consistently
- Support safeguarding and data protection expectations in all activities undertaken

- Ensure information and systems are handled securely at all times
- Report safeguarding, security, or compliance concerns without delay

Escalation, Documentation & Improvement

- Maintain accurate and timely updates within the service management system
- Contribute to local documentation and knowledge capture where required
- Identify recurring issues or improvement opportunities and feed back to senior colleagues
- Support Trust-wide rollouts and change activity under direction

Professional Conduct & Development

- Maintain a professional, calm, and customer-focused approach within school environments
- Engage positively with feedback, supervision, and mentoring
- Develop technical skills and professional confidence over time
- Uphold Trust values, equality of opportunity, and expected standards of conduct

Additional Information:

The duties outlined above may vary in the reasonable direction of the Trust to meet evolving organisational needs. This job description does not form part of the contract of employment.

The Trust is exploring the responsible use of artificial intelligence. All staff are expected to follow Trust guidance on AI use, data protection, safeguarding, and professional judgement.

All staff are expected to understand and comply with Trust safeguarding, data protection, and information security policies appropriate to their role.

Person Specification

Criteria	Essential	Desirable
Right to work in the UK	*	
Experience & Background		
Experience providing hands-on IT support in a school, education, or multi-site environment	*	

Experience working directly with end users in a customer-focused role	*	
Experience in a primary school or MAT environment		*
Technical Knowledge & Skills		
Working knowledge of Windows devices and Microsoft 365	*	
Basic understanding of networking and connectivity	*	
Ability to troubleshoot common hardware and software issues	*	
Familiarity with device deployment tools or asset management		*
Skills & Abilities		
Strong communication skills with non-technical users	*	
Ability to manage workload across multiple school sites	*	
Organised, methodical approach to support work	*	
Willingness to follow standards and escalate appropriately	*	
Professional Attributes		
Reliable, professional, and customer-focused approach	*	
Commitment to safeguarding, confidentiality, and data protection	*	
Flexible and resilient, able to adapt to school environments	*	
Full UK driving licence and willingness to travel between schools	*	