



Trust IT Technician

Job Description & Person Specification

Post Title	Trust IT Technician
Reporting to	Director of IT & Digital Strategy
Location	Multi-site (across MLP Schools)
Contract	Full-time, all year round
Salary	£28,000 - £32,000

Purpose of the role

The Trust ICT Technician will provide front-line, on-site IT support across all schools within the Trust, ensuring that IT systems, devices, and services are reliable, accessible, and support teaching and learning effectively.

This is a field-based, user-facing role, acting as the primary point of contact for staff, delivering a responsive and professional IT service while supporting the Trust's move towards a standardised, cloud-first environment.

Strategic Purpose

Aligned to MLP's direction, the role will:

- Provide consistent, high-quality IT support across all schools
- Support the transition to a centralised helpdesk and service model
- Contribute to standardisation of devices, systems and processes
- Improve staff experience and reduce disruption to teaching

Key Responsibilities

IT Support & Service Delivery

- Act as the first point of contact for IT support across schools
- Log, manage and resolve tickets through the Trust helpdesk system
- Provide support for:
 - Login and access issues
 - Devices (Laptops, Desktops, iPads)
 - Classroom technology (screens, AV, printers)
 - Basic network connectivity
- Ensure issues are resolved:
 - Promptly
 - Professionally
 - With minimal disruption to teaching



Onsite Multi-Site Support

- Provide regular onsite support across all schools
- Travel between sites as required
- Build strong relationships with:
 - Teachers
 - Office Staff
 - School Leadership
- Maintain a visible and approachable IT presence

Device & User Management

- Support device deployment and lifecycle management
- Assist with user account administration via:
 - Microsoft Entra ID
- Support device configuration and management using:
 - Microsoft Intune
- Maintain accurate IT Asset records

Technical Support & Maintenance

- Troubleshoot hardware, software and basic network issues
- Carry out routine maintenance and checks
- Ensure classrooms and staff devices are ready for use
- Escalate complex issues to the IT Systems Manager

Installations & Projects

- Assist with:
 - Device rollouts
 - Classroom technology setups
 - Basic Infrastructure changes
- Support IT projects under guidance from senior staff

Customer Service & Communication

- Provide a friendly, professional and customer focused service
- Communicate clearly with non-technical users
- Manage expectations around resolution times

Security, Safeguarding & Compliance

- Follow Trust IT policies and procedures
- Support data protection and GDPR compliance
- Maintain awareness of cybersecurity best practices
- Contribute to safeguarding through appropriate use of IT systems



Person Specification

Qualifications

Essential:

- GCSE (or equivalent) in English and Maths

Desirable:

- IT qualifications (Level 2/3 or equivalent)

Experience

Essential:

- Experience in a customer-facing IT support role (or similar)
- Experience supporting Windows devices and common applications

Desirable

- Experience working in a school or education environment
- Experience using helpdesk systems

Technical Knowledge & Skills

- Basic understanding of:
 - Windows operating systems
 - Microsoft 365 applications
 - Computer hardware and peripherals
- Basic knowledge of:
 - Networking concepts
 - Device setup and deployment
- Ability to:
 - Troubleshoot common IT issues
 - Follow processes and procedures

Professional Skills

- Excellent communication skills with non-technical users
- Strong customer service focus
- Ability to prioritise workload effectively
- Calm and professional approach under pressure

Personal Attributes

- Positive, “can-do” attitude
- Reliable and organised
- Willingness to learn and develop
- Team player with flexible approach
- Passion for IT and supporting users

Other Requirements

- Full UK driving licence
- Willingness to travel between Trust schools



Safeguarding

- Commitment to safeguard and promoting the welfare of children and young people.
- Willingness to undergo enhanced DBS checks