

## Senior IT Technician

### Job purpose including main duties and responsibilities

**Salary:** TPA18 (NJC 20 – 28)

**Location:** Trust-wide with travel across schools)

**Reports to:** Head of IT

**Contract:** Full-time, all-year

### Role Purpose

To provide high-quality technical support, maintenance, and development of ICT systems across the Multi-Academy Trust. The Senior IT Technician will act as a key escalation point, support Trust-wide ICT projects, and contribute to the development and implementation of the Trust's digital strategy — including the rollout and ongoing management of Microsoft 365.

### Key Responsibilities

#### Technical Support & Troubleshooting

- Provide advanced technical support to staff and pupils across all Trust schools.
- Diagnose and resolve complex hardware, software, and network issues.
- Manage and escalate incidents to the Head of IT or external providers when required.
- Maintain accurate records of support requests via the Trust's helpdesk system.

#### Network & Infrastructure

- Support the management of Trust-wide networks, including switches, servers, wireless networks, and cloud environments.
- Assist with maintaining Active Directory, Group Policy, user accounts, print services, and permissions.
- Contribute to monitoring system security, backups, and disaster recovery processes.

#### Cloud & MIS Support

- Support the administration of cloud platforms such as Microsoft 365, Azure AD, Google Workspace (as applicable).
- Support school staff with Management Information Systems (e.g., SIMS/Arbor), resolving technical issues and liaising with MIS support providers.

### **Hardware & Software Management**

- Manage procurement, installation, configuration, and maintenance of devices (PCs, laptops, tablets, AV equipment, classroom technologies).
- Maintain accurate asset inventories across the Trust.
- Lead on the setup and deployment of large batches of devices using imaging tools or cloud provisioning.

### **Projects & Development**

- Support and sometimes lead the delivery of Trust-wide ICT projects (server upgrades, Wi-Fi refresh, cybersecurity initiatives, network standardisation).
- Contribute to the development and implementation of the Trust technology strategy.
- Identify opportunities to improve systems, processes, and efficiencies.

### **Microsoft 365 / Office 365 Implementation & Administration**

- Support the deployment, configuration, and management of Microsoft 365 services.
- Assist with the migration of users, data, and services into Microsoft 365 as part of Trust-wide standardisation.
- Support the implementation of cyber-security measures within Microsoft 365.
- Provide staff support and guidance on Microsoft 365 features, ensuring schools maximise educational and operational benefits.

### **Cybersecurity & Compliance**

- Support compliance with DfE Cyber Standards, GDPR, and Trust IT policies.
- Monitor security alerts and support staff with cybersecurity training and awareness.
- Ensure regular patching, updates, and security auditing.

### **Team Support & Leadership**

- Provide guidance and mentoring to IT Technicians within the Trust.
- Support the Head of IT in coordinating workloads, priorities, and service levels.
- Act as the technical lead on-site in the absence of the Head of IT.
- Work closely with the IT Operations Manager to ensure streamlined delivery of support and services.

Duties and responsibilities of the post may change over time as requirements and circumstances change. The person in the post may also be required to carry out such other duties consistent with the grade from time to time.

The Pioneer Academy is committed to safeguarding and promoting the welfare of children and young people. The successful candidate will be subject to an enhanced DBS check.

## Personal Specification

Qualifications and training	Criteria
Good standard of education, preferably to GCSE level together with good numeracy and literacy skills.	E
Relevant certifications (eg CompTIA A+/N+, Microsoft, ITIL)	D

Experience	
Experience supporting IT in education, public-sector or multi-site environment	E
Experience with MIS platforms (SIMS, Arbor)	D
Experience working in a Multi-Academy trust environment	D
Experience with safeguarding software and classroom management tools	D
Experience assisting with or leading Office 365 implementation or migration projects	E
Experience with Microsoft 365 security and compliance features	D

Skills and Knowledge	
Strong working knowledge of: <ul style="list-style-type: none"> <li>• Windows OS</li> <li>• Microsoft 365/Office 365 administration</li> <li>• Microsoft Azure</li> <li>• Active directory, group policy, DNS, DHCP</li> <li>• Network fundamentals (switching, wireless, VLANs)</li> </ul>	E
Excellent troubleshooting and problem-solving skills	E
Strong communication and customer-service skills	E
Ability to travel between Trust schools	E
Knowledge of server virtualisation (eg. Hyper-V, VMware)	D

Personal Attributes	
Reliable and have good attendance	E
Proactive in the working environment.	E
Willing to work flexibly when required.	E
Committed to safeguarding and promoting the welfare of children and young people	E
Ability to work unsupervised, and to exercise a high degree of initiative	E
A commitment to working as part of the whole academy team and supporting the vision and aims of the academy. Ability to create a good plan and determination to accomplish goals	E
Excellent critical thinking and problem-solving skills	E
Excellent written and verbal communication skills	E