



THE ATHELSTAN TRUST

Caring, collaborative and excellent



Senior IT Support Technician



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The Athelstan Trust, Lowfield Road, Tetbury, Gloucestershire, GL8 8AE

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



Senior IT Support Technician

Start: February/March 2025

Salary: £33,143 - £35,412 (SCP 21-24)

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.

If you are an experienced IT Technician looking for a fresh challenge, then we have just the opportunity for you. We are looking for a Senior IT Technician with proven experience to join our team and support our users. This role is likely to be primarily based at one school in the Athelstan Trust, but would also require travel to other schools.

With strong customer service skills, you will have a demonstrable track record in IT support. 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 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. A good knowledge of Active Directory, Group Policy and Microsoft 365 Administration would be highly desirable.

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.



IT Manager
School staff and leadership team
Parents and
students Visitors
and contractors

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 of the school.

The post holder will provide a professional, effective and proactive service.

The post holder will be based at one site and may be assigned to other schools in the Trust according to operational demands.

- Provide and assist with coordinating technical support to users relating to all IT, telecoms and AV equipment (henceforth referred to as “IT equipment”)
- Monitor and 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 honoured through effective and accessible communication with appropriate groups of users
- Provide Level 3 support to the schools by checking network and server settings and with the agreement of the Trust IT Manager, make limited changes ensuring that they are appropriately documented within the scope and limitations as directed by the IT managers
- Request Level 3 support from the Trust IT Manager where 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
- Co-ordinate the provision and support of 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 and responsibilities commensurate with the post

Develop and maintain IT services

- Monitor the sites' online data backup system
- Assist with the co-ordination and carry out the installation of new IT equipment and the installation of operating systems and software onto them
- Maintain and repair IT equipment or organise third-party maintenance and repair, seeking specialist assistance when necessary, in order to ensure safe and efficient operation
- 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
- Create self-help and training resources
- 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

- Liaise with the IT Technicians as necessary to ensure that the sites' asset register of end-user IT equipment is kept up to date and keep a central record
- 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 where required for petty cash and 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
- Actively contribute to training, support and development of other IT Services team members
- 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.

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Person Specification – IT SENIOR SUPPORT TECHNICIAN	Essential (E) or Desirable (D)
Education	
Level 3 qualification in IT (BTEC, NVQ or equivalent)	E
Strong GCSEs including English and Maths	E
High level of numeracy and literacy	E
Certification in Microsoft desktop technologies	D
Qualifications in FITS Practitioner or ITIL Foundation	D
IT related degree or equivalent professional experience	D
Experience	
In depth experience of supporting Windows 7 or later in an enterprise environment	E
In depth experience of supporting iOS in an enterprise environment	D
In depth experience of standard networking technologies including DNS and DHCP	E
In depth experience of Microsoft networking technologies including Active Directory and Group Policy Objects	E
Experience of working with a virtualised server environment	E
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 and Skills	
Ability to explain technical issues to non-technical users	E
Clear verbal and written communication	E
Ability to prioritise tasks under pressure	E
Logical approach to problem-solving	E
Assertive, confident and tactful	E
Confident at following through on tasks and resolving enquiries	E
Reliable, punctual and professional	E
Ability to train and mentor colleagues	D
Strong organisational skills	D
Attributes	E
To show a commitment to upholding the trust's vision and values	E
To show a commitment to your own continuing professional development	E
Current UK driving licence and access to a vehicle to allow travel between sites	E
Other	
Work outside normal working hours - prior notice given	E

