



Moorlands
Learning Trust



A MOORLANDS LEARNING TRUST ACADEMY



ILKLEY GRAMMAR SCHOOL

A MOORLANDS LEARNING TRUST ACADEMY



Nidderdale High School

A MOORLANDS LEARNING TRUST ACADEMY

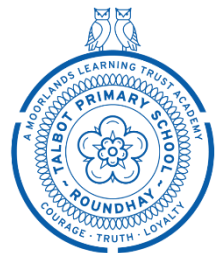
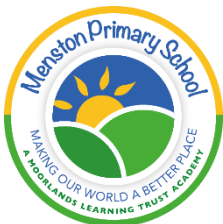


THE SKIPTON ACADEMY

A MOORLANDS LEARNING TRUST ACADEMY



Eastburn
Junior and Infant School



**FURTHER
PARTICULARS FOR
THE POST OF:**

**TRUST SERVICE DESK
OPERATOR**

**FULL TIME
PERMANENT**

SALARY SCALE:

**MLT 2: Support
SCP 5- 6**

£21,438.55 - £21,778.78

**Per Annum
(Actual Salary)**

Term Time Only

JULY 2026



Moorlands
Learning Trust

Service Desk Operator

Dear Applicant,

Thank you for requesting details for the post of Service Desk Operator; this role provides an exciting opportunity for the successful candidate to join the Trust Central IT Team, to provide first-line IT support to staff and students across the school and wider Trust environment.

This role will be primarily based at our Benton Park School but may involve occasional work at any of our Trust schools. Acting as the first point of contact for IT support, the role is responsible for logging, triaging, resolving, and escalating incidents and service requests efficiently and professionally in line with Trust standards and service expectations. The postholder will support the smooth day-to-day operation of teaching, learning, and business systems within a fast-paced educational environment, delivering a high standard of customer service across multiple schools.

Our overriding aim at MLT is to provide an exceptional comprehensive education for students from all cohorts and demographic backgrounds, to ensure that individual context does not affect a student's life chances. At MLT we are aspirational for every student within the Trust and are committed to achieving success and inspiring others to do so too.

We highly value our staff as our biggest asset and invest in their professional development to keep ourselves at the cutting edge of educational development, with staff wellbeing also being extremely important and strategically planned for.

This is an exciting time in the Trust's development as MLT looks to grow further, so that we can play a wider role in the development of our region and its future generations. This will mean that as the Trust grows over the coming years, the range of professional and career development opportunities and pathways for colleagues in our Trust schools will also grow, so that we can continue to recruit and retain an exceptional workforce.

I hope you are inspired by this opportunity! If you have the qualities needed to make a transformational difference, then we would be delighted to hear from you.

The closing date for this post is: **Friday 17 July 2026 at 8:00am.**

Should you require any other information about this post, please feel free to contact, Scott Lynch, scott.lynch@mlt.co.uk.

We wish you every success in your application.

Helen Williams
CEO Moorlands Learning Trust

Moorlands Learning Trust

Service Desk Operator

MLT 2: Support Range SCP 5- 6
£21,438.55 - £21,778.78 per annum
(Actual Salary)

The pattern of hours will be 37 hours per week, Term Time Only
Monday to Friday 8.00am – 4.00pm with a 30-minute unpaid break each day and an earlier of 3.30pm one day per week. Although this is a full-time position, flexible and reduced hours will be considered for the right candidate.

PRIME OBJECTIVE OF THE POST

The role is based primarily at Benton Park School but may involve work at any of our Trust schools and SLA schools.

The Service Desk Operator provides first-line IT support to staff and students across the school and wider Trust environment. Acting as the first point of contact for IT support, the role is responsible for logging, triaging, resolving, and escalating incidents and service requests efficiently and professionally in line with Trust standards and service expectations.

The postholder will support the smooth day-to-day operation of teaching, learning, and business systems within a fast-paced educational environment, delivering a high standard of customer service across multiple schools.

RESPONSIBLE TO THE DIRECTOR OF IT THE POST HOLDER WILL:

Key Responsibilities:

Service Desk & User Support

- Act as the first point of contact for IT support requests via phone, email, walk-up queries, and the Trust IT service desk platform
- Log, categorise, prioritise, and maintain incidents and service requests accurately within the IT service desk system
- Provide first-line support for hardware, software, printing, classroom technology, and account-related issues
- Troubleshoot common issues relating to Microsoft 365, Windows devices, Chromebooks, and network connectivity
- Support password resets, account unlocks, and basic access requests in line with Trust procedures
- Escalate complex or unresolved issues to appropriate IT team members where required
- Maintain regular communication with users regarding progress, updates, and resolutions
- Deliver a professional, approachable, and customer-focused support experience at all times
- Classroom & School Support
- Support classroom technology including interactive displays, projectors, visualisers, printers, and audio equipment
- Assist students and staff with device access and login issues
- Prepare IT equipment and learning spaces for lessons, examinations, events, and staff meetings
- Provide visible and responsive on-site IT support across the school environment

Device & Asset Management

- Assist with the setup, configuration, imaging, deployment, and collection of laptops, desktops, Chromebooks, and mobile devices
- Maintain and update IT asset registers accurately
- Support basic hardware repairs, upgrades, and peripheral replacement
- Assist with stock control and management of IT consumables and equipment

Operational & Administrative Duties

- Adhere to Trust IT policies, safeguarding procedures, cyber security standards, and data protection requirements
- Maintain accurate documentation, ticket updates, and technical records
- Support onboarding activities for new staff including account creation and device preparation
- Contribute to maintaining a clean, organised, and professional IT workspace
- Support Trust-wide IT projects, deployments, and rollout activities during quieter operational periods

Responsibilities

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure equal opportunities for all
- Contribute to the overall ethos/work/aims of the Trust
- Appreciate and support the role of other professionals
- Attend and participate in relevant meetings as required
- Participate in training and other learning activities and performance development as required
- To support, uphold and contribute to the development of the Trust's Equality policies and practices in respect of both employment issues and the delivery of services to the community

General Accountabilities

- Be aware of the Trust's duty of care in relation to staff, students and visitors and to always comply with the MLT Health and Safety and Premises Management Policy
- Establish and maintain positive, constructive and professional working relationships with staff across the MLT estate, visitors, students, parents and other professionals
- Be aware of and comply with the code of conduct, regulations, and policies of the Trust
- Develop self within the post, undertaking training/appraisal as appropriate to ensure that relevant knowledge and skills are updated to support school development

Recruitment and Selection Policy Statement

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Moorlands Learning Trust is committed to the protection and safeguarding of children and young people in our recruitment procedures and in all our work across and beyond school. The school adheres to statutory guidelines in respect to safe recruitment. All persons employed by the school, in any capacity, will undergo an enhanced Disclosure and Barring Service (DBS) check, and confirmation of employment is subject to a successful outcome. All teaching staff members recruited by the school have their eligibility to teach checked with the DfE.

VARIATION IN ROLE

Given the dynamic nature of the role and structure of Moorlands Learning Trust, it must be accepted that, as the Trust's work develops and changes, there will be a need for adjustments to the role and responsibilities of the post. The duties specified above are, therefore, not to be regarded as either exclusive or exhaustive. They may change from time to time to commensurate with the grading level of the post and following consultation with the post holder.

Person Specification

Essential Skills & Experience

- Good working knowledge of Microsoft Windows and Microsoft 365 applications
- Experience delivering customer service or technical support
- Strong communication and interpersonal skills
- Ability to prioritise workload effectively and remain calm under pressure
- Good organisational and administrative skills
- Ability to work independently and collaboratively within a wider IT team
- Basic understanding of computer hardware and troubleshooting techniques

Desirable Skills & Experience

- Previous experience working within a school or education environment
- Experience using an IT service desk platform such as SysAid
- Knowledge of Chromebooks, Apple devices, Google Workspace, Microsoft Intune, or SCCM
- Understanding of safeguarding responsibilities within education
- Relevant IT qualifications or certifications

Agreed by:

Post Holder:

Print name.....

Signature.....

Line Manager:

Print Name

.....

Signature.....

Date: