

Job description

1.0 JOB TITLE 2nd Line IT Support Technician

2.0 JOB PURPOSE

1. Support the Head of IT in delivering a high-quality IT support service across the Trust.
2. Work with the Head of IT to ensure Microsoft 365, Google Workspace and associated systems remain secure, available and effective for teaching, learning and business operations.
3. To contribute the development of coherent IT policies and procedures across the Trust and apply them consistently

3.0 DUTIES AND RESPONSIBILITIES:

1. Maintain and support the Trust's ICT infrastructure, including Microsoft 365, Entra ID, Intune, networks, devices, software, and peripherals.
2. Provide IT support to staff and students, diagnosing and resolving hardware, software, network, and cloud service issues, escalating where necessary.
3. Manage user accounts, email services, licences, groups, access permissions, and onboarding/offboarding processes across cloud platforms.
4. Support, deploy, and maintain Windows devices, Chromebooks, mobile devices, printers, classroom technology, and other ICT equipment.
5. Deliver scheduled maintenance, software updates, backups, security checks, and consumable replacement to ensure reliable and secure services.
6. Maintain accurate asset registers, software inventories, licensing records, equipment loan logs, and asset tracking information.
7. Assist with procurement activities, quotations, purchasing processes, website updates, and ICT administrative tasks, including ID badge production.
8. Contribute to IT projects, device refresh programmes, technology deployments, data migrations, service improvements, and the development of technical documentation and knowledge-base resources.

4.0 SECURITY

1. Ensure compliance with GDPR, data protection legislation, Trust policies, and cyber security requirements.
2. Support cyber security controls including MFA, endpoint security, encryption, patching, vulnerability remediation, and security monitoring through Trust management platforms.
3. Promote good cyber security practices, including password hygiene, secure system usage, and staff awareness initiatives.
4. Assist with the management of user access, permissions, and identity security, ensuring appropriate access to systems and IT resources.
5. Maintain accurate records relating to backups, disaster recovery testing,

licensing, data mapping, and information security risk management.

5.0 OTHER DUTIES AND RESPONSIBILITIES

1. Escalating more complex issues where appropriate and seeing them through to resolution.
2. Work with the Head of IT to develop your own knowledge and skills.
3. Undertake the necessary training associated with the post.
4. To ensure all tasks are carried out with due regard to Health and Safety
5. To undertake appropriate professional development including adhering to the principle of performance management.
6. To adhere to the ethos of the MAT
7. To promote the agreed vision and aims of the MAT
8. To set an example of personal integrity and professionalism
9. Attendance at appropriate staff meetings
10. Any other duties as commensurate within the grade in order to ensure the smooth running of IT across the schools
11. Willingness to work at and travel across to and between schools in the Trust as and when required.

The above list is indicative and not exhaustive. The 2nd Line IT Support Technician is expected to carry out all such additional duties as are reasonably commensurate with the role.

I agree that this job description conveys an accurate description of this job. This job description is not exhaustive and subject to review by the Head of IT in consultation with the post holder as appropriate to the changing needs of the MAT or anticipates changes in the job commensurate with the grade and job title. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Signed Date
On behalf of Excelsior Multi Academy Trust

Signed..... Date.....
Employee

Person Specification

2nd Line IT Support Technician

Criteria	Essential	Desirable	M.O.A
Education/Qualifications	CompTIA A+, Microsoft certification or equivalent experience.		A.F
Experience/Knowledge	Previous experience of working in a 2nd line IT support role. Understanding of IT Helpdesk systems Working knowledge of Microsoft Windows and Apple client device operating systems as well as various software packages including Microsoft Office and Adobe Creative Suite. Excellent IT skills and computer literacy. Working knowledge of IP, DNS, DHCP, Office 365, Intune, Entra, Autopilot Be able to think creatively about current and potential future issues that will affect IT. Research and evaluate existing IT solutions with a constant eye towards future trends.	Experience of the following: - Azure AD - Intune - Office 365 - Anti-Virus - Google Chrome OS - Google Workspace - Cloud print management - Wireless networks - Audio Visual equipment - Visitor Management Systems (VMS) - Interactive Whiteboards and peripherals Previous experience working within an education\MAT setting Experience with Chromebooks, safeguarding technologies, MIS systems.	A.F/I A.F/I/Test A.F/I A.F/I/Test A.F/I A.F/I A.F/I A.F/I
Skills/Personal Requirements	Excellent organisational skills. Strong communication skills	Ability to work independently Project delivery	A.F/I A.F/I

Training and presentation skills	Strong troubleshooting, problem-solving, and analytical skills.		A.F/I/T
	Excellent customer service skills with a proactive and detail-oriented approach.		A.F/I
	Ability to prioritise workloads, work independently, and perform effectively under pressure.		A.F/I
	Flexible, reliable, and committed, with a positive and professional attitude.		A.F/I
			A.F/I
	Strong organisational skills and the ability to support and collaborate with colleagues.		A.F/I
	Ability to build and maintain positive working relationships across the Trust.		
	Undertake demonstrations and informal training of staff/pupils on hardware/software		A.F/I
	Attend and contribute to staff meetings as required.		A.F/I
	Interest in own personal development and willingness to undertake further training		A.F/I

All our schools are unique and friendly schools where all staff are valued and supported in their personal and professional development within a nurturing environment. We actively promote the Equality Act and will expect all applicants to demonstrate their commitment to equality in order to improve outcomes for all children who attend the school.

Applicants will also be required to demonstrate their suitability to work with children, including motivation, ability to maintain appropriate relationships with children, emotional resilience to challenging behaviour and attitudes to the use of authority and maintenance of discipline.