

Job Title	IT Technician
Location	Hybrid – Ely/Weeting office and travel to academies across the Trust
Responsible To	Assistant Network Manager

Purpose of Role

To provide outstanding service to our schools and support the roll-out of Google Workspace for Education across the Trust.

Responsibilities

Technical Support

- On-Site and Remote: Provide timely and effective support to staff and students across various schools and for the Trust's central team based in Ely.
- Hardware and Software Troubleshooting: Diagnose and resolve various hardware and software issues across a range of devices, including Chromebooks, Windows devices, interactive whiteboards, projectors, printers, and other smart technologies.
- New Equipment: To install and configure new ICT equipment as directed, dispose of obsolete ICT equipment in accordance with school ICT policy.
- New Software: Install / deploy new software and maintain records of installations, upgrades and licences.
- User Account Management: Assist with user login and password issues and access permissions, in accordance with ICT policy.
- Network Connectivity: Troubleshoot network connectivity issues, ensuring staff and students have reliable access to the school networks, internet services, online resources and Google Workspace environment.
- Cyber and data Security: To ensure the Trust's standards and policies are adhered to at all times. Identify any IT security vulnerabilities and respond immediately.
- Printing: Maintain, support and troubleshoot PaperCut Hive and physical devices, onsite and remotely in schools and central office.
- Audio-Visual Support: Set up, maintain, and troubleshoot audio-visual equipment in large entertainment spaces such as halls, canteens, classrooms, meeting rooms, and corporate venues.

Partnership and Teamwork

- Work closely with Trust IT Team to support daily operation of all IT services, ensuring consistency of quality, availability, compliance, and performance within the Trust.
- Support the migration of schools into a single Google Education Workspace.
- Asset Management: Maintain accurate records of IT assets, including hardware and software licenses in line with Trust procedures and using Smart Log.
- Work effectively with the Data Manager and Head of Governance to support their roles.

01353 656760

www.demat.org.uk

DEMAT Office Address:

Grace Building, 8 High Street, Ely, Cambridgeshire, CB7 4JU

The Diocese of Ely Multi-Academy Trust (DEMAT)

Company limited by guarantee Number 08464996. Registered in England & Wales.

Registered Office: Diocesan Office, Bishop Woodford House, Barton Road, Ely CB7 4DX

Love

Community

Respect

Trust

Ambition

- Effectively using the Help Desk system, to manage IT support tickets and calls and escalate IT issues as required.
- Documentation: Update IT documentation and databases and record any changes to school software and infrastructure, including network diagrams and other reporting tools, for shared IT team use.
- Projects: Work with Trust IT team and vendors on IT projects to ensure they are completed on time and to a high standard.

Training

- Provide end-user advice and best practices to staff and students, promoting effective use of technology and resources across the Trust.
- Deliver training to staff at central office and in schools.
- Attend training for professional development as required.

The main duties and responsibilities are not intended to be exhaustive. As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.

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Person Specification

Attributes	Essential (E) or Desirable (D)
Qualifications and Experience	
A minimum qualification of GCSE Maths and English (or equivalent) grade C or above	E
Relevant IT qualification or have significant recent relevant IT experience	E
Good knowledge of Google Workspace for Education	E
Evidence of continued professional and personal development	D
A valid Full UK driver's license and access to a vehicle for travel between Schools	E
Network switching and wireless networks	D
Print Management Systems	D
Web filtering systems	D
Microsoft 365, Intune and AutoPilot	D
Microsoft Windows server and client operating systems	D
Apple School, iOS, Apple devices	D
Supporting users	E
IWB and AV equipment	D
Common user applications, i.e. MS Office, Google Apps	E
MDM systems	D
MIS i.e. Bromcom, SIMs	D
Cyber-Security, EndPoint and AV security systems	E
Knowledge, Skills and Abilities	
Provide excellent customer service	E
Work using own initiative and show attention to detail	E
Work accurately to deadlines and under pressure	E
Provide remote support using a variety of technologies	E
Desire for continual improvement	E
Use and support of a variety of video conferencing software, i.e. Teams, Meets and Zoom	D
Communication with stakeholders	E
Excellent written and verbal communication skills specifically relating to technological and non-technological matters	E
Strong organisational, personal time management and planning skills	E
Be prepared to work flexibly as required	E
Manage working day and travel between school sites	E
Accurate record keeping	E

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Personal Attributes	
Commitment to safeguarding and promoting the welfare of children and young people	E
High level of collaboration, cooperation and team working capabilities	E
High levels of adaptability and flexibility	E
Resilience	E
Ability to build effective relationships with colleagues and key stakeholders	E

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