

Job Title: IT Technician

Salary: £26,137.64 per annum.

37 hours a week. 52 weeks a year

Location: Working across three schools within The Quill CofE Multi Academy Trust

Reporting to: Operations Director

Job Purpose:

To provide technical support and maintenance across The Quill CofE Multi Academy Trust, ensuring the efficient operation of IT systems, security, and user support for staff and students.

Key Responsibilities:

- Provide first-line IT support to staff and students across the Trust.
- Maintain and manage Microsoft 365, including user accounts, permissions, and SharePoint access.
- Administer and troubleshoot Microsoft Entra ID (Azure AD) and Intune for device and user management.
- Support the deployment, management, and maintenance of iPads and other mobile devices, including Chromebooks.
- Install, configure, and maintain hardware such as computers, printers, interactive whiteboards, and networking equipment.
- Provide guidance and training to staff on IT systems and best practices.
- Manage software installations, updates, and licensing compliance.
- Support the Trust's data protection policies and procedures in line with GDPR requirements.
- Work alongside external IT providers and contractors where necessary.
- Be responsible for managing user accounts, ensuring correct access rights as determined by policies, and performing audits as required.
- Maintain an asset register of IT equipment and conduct regular IT audits.
- Document IT processes, system configurations, and troubleshooting guides.
- Order, purchase, and store IT equipment in accordance with financial procedures, as authorised by senior management.

Person Specification:**Essential Skills & Experience:**

- Strong working knowledge of Microsoft 365, Entra ID, and Intune.
- Experience managing and supporting iPads and Chromebooks in an educational or business environment.
- Understanding of IT security principles, including endpoint protection and threat management.
- Experience in all aspects of IT technical support, troubleshooting, repair, and resolution.
- Strong communication skills with the ability to explain technical concepts to non-technical users.
- Excellent ability to work accurately and with attention to detail.
- Organised and proactive approach to IT maintenance and support.
- Ability to travel between schools as required.

Desirable Skills & Experience:

- Experience working in an educational environment.
- Familiarity with school MIS systems such as Bromcom
- Knowledge of managing and support iPads
- Relevant IT certifications (e.g., Microsoft Certified: Modern Desktop Administrator, CompTIA A+, etc.).
- Knowledge and experience with Google Workspace and/or Office 365.
- Ability to analyse issues, use judgment, and escalate where necessary.
- Experience in managing and updating significant IT systems.
- Experience in supervising work placement or work experience IT support staff.

General Duties:

- Act in accordance with the Trust's policies and procedures.
- Promote non-discriminatory behaviour and ensure equality and diversity is sustained within the Trust.

- Ensure compliance with Data Protection laws and maintain confidentiality in working practices.
- Adhere to the Trust's safeguarding policy to protect children and young people.
- Attend mandatory training and participate in professional development.
- Provide IT support to other academies within the Trust remotely and onsite.
- Be able to travel between different academies within the Trust by own vehicle.

Additional Information:

This role will require an enhanced DBS check in line with the Trust's safeguarding policies. The successful candidate must be committed to promoting the welfare and safety of children.