Candidate Brochure
IT Technician

3 x IT Technicians

Job Summary

To provide proactive & reactive hardware, software & peripheral support to all staff, Governors, visitors and third parties in line with School and Trust requirements

Key Responsibilities

- To provide first line hardware, software and peripheral support to all staff, students, third party visitors and Governors

- To complete helpdesk incident & problem requests in line with internal policies and procedures, ensuring compliance with these at all times

- To take reactive support of all user operated IT & proactive support of AV equipment, ensuring that downtime through consumable life expectancy is kept to a minimum

- To work collaboratively across the Trust, to share information within the IT department (through the production & use of knowledge base articles and user guides)

- To understand the essential requirements of complex networking systems

- To support the latest releases of Windows and Chrome OS

- Ensure all teaching & learning requirements are met, in addition to supporting other Schools across their Hub when requested by their line manager

- To support with projects as and when required by their line manager

All employees have the responsibility to:

- Ensure any documentation produced is to a high standard and is in line with the brand style
- Be aware and comply with all policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person
  Participate in training and other learning activities as required
- Participate in the school's People Development Process
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate

- To represent the school/academy at events as appropriate
- To support and promote the school/academy ethos
- To undertake any other duties and responsibilities as required that are covered by the general scope of the post
- To undertake any other reasonable duties at the request of the Executive Team and/or Headteacher

All post holders must comply with The Dean Trust professional standards. The job description will be reviewed as necessary and is subject to modification and amendment at any time after consultation with the post holder.

Whilst every effort has been made to explain the key responsibilities of this post, this job description is not intended to be exhaustive and every individual task undertaken may not be identified.

Personal Specification

	Essential	Desirable
Qualifications		
● Educated to GCSE including A*-C in Maths and English Language and an ICT related subject	✓	
● Educated to degree level within an ICT related subject		✓
● Microsoft or other ICT professional qualifications (ideally GSuite)	.	✓
Experience		
● Previous experience in an IT helpdesk/IT role	✓	
● Experience supporting a range of technologies including but not limited to; laptops, PC's iPads, surfaces and IWB's	✓	
● Ability to diagnose and repair a variety of hardware and software issues such as failed hard drives, smashed laptop screens and software errors/alerts	✓	
● Experience in the management of user and account permissions, ensuring compliance against GDPR and internal security practices	✓	
● Experience working with third party contractors and solutions providers	✓	
● Experience in a busy multi-site ICT helpdesk working against ITIL Best Practices		✓
● Exposure to System Centre Endpoint Protection or Google Admin Console		✓
● Experience creating clear, concise and professional user guides, knowledge base articles and technical reference guides		✓
● Experience of Management Information Systems (MIS) such as Bromcom / Arbor		✓

	Essential	Desirable
Knowledge		
● Detailed understanding of the Google Workspace solutions	✓	
● Knowledge of Google Classroom		✓
Skills and abilities		
● Clear, concise and methodical worker with the ability to work both on their own and as part of a team	✓	
● Ensure compliance with internal processes and procedures	✓	
● Approachable, confident and articulate – the post holder will need the ability to convey technical issues/resolutions to users with a varying level of IT knowledge	✓	
● Analytical and methodical	✓	
● Ability and willingness to take ownership of tasks and work as a member of a team as well as under own initiative	✓	
● The willingness to share knowledge with team members, superiors and colleagues	✓	
● Owner of a car/vehicle – ability to travel between sites as required	✓	
● Ability to change priorities quickly as required by line manager		✓
● Understanding of when an incident/problem needs to be escalated to the next level of support		✓

How to apply

If you would like to apply for this role
please apply through our online recruitment site which is available via:
careers.thedeantrust.co.uk

Application Closing Date: No later than 9.00 a.m. on Monday, 3 November 2025

Any queries, please contact a member of the HR Team via email at
noelinetaker@abrahammoss.co.uk