St Joseph Catholic Multi Academy Trust

JOB DESCRIPTION and PERSON SPECIFICATION

Job Title:	Senior IT Support Technician	**Grade:**	6 SCP 18 to 22
Area/Section:	Central Team	**Salary:**	£32,578 to £34,811 per annum
Date Prepared:	August 2026	**Hours:**	37 hours per week
		Contract:	All year round

Role Summary

As Senior IT Support Technician, you will assist with the management, installation, maintenance, availability and security of the curriculum and administrative ICT network, including the hardware and software infrastructure. You will also assist the IT support technicians in resolving issues.

Role Purpose

- The maintenance and provision of ICT technical support and across the wider trust.
- To support the use of ICT through maintenance of software, hardware and related equipment, and providing support to staff and pupils to ensure administration and learning outcomes are maximised.
- Assist in the delivery of training and coaching for staff to upskill and enable access to systems to maximise student learning and improve deliver whilst reducing workload for staff.
- In conjunction with the Trust Head of IT, plan and implement the school's ICT strategy and service provision, including managing many aspects of ICT technical support.
- Focus on availability of technology of systems, security and connectivity issues.
- Manage all devices and associated infrastructure within school ensuring each child has access to a fully functioning effective learning device.

Key Responsibilities and Accountabilities

- Through proactive checks, ensure that all Server infrastructure is up to date and in a good working order.
- Act as Senior IT Support Technician for any school within the Trust ensuring all daily tasks are completed while supporting the running of the Trust network.
- Through regular proactive checks make sure Asset systems are up to date.
- Assist the IT Support technicians with any repairs and initiate warranty repairs where necessary.
- Provide technical problem solving on hardware and software issues to staff where required.
- Ensure that ICT equipment and workstations meet the requirements of health and safety legislation.
- Create high quality instruction manuals to assist staff on the use of hardware and software.
- Lead the helpdesk and the triaging of raised IT tickets to the IT support team, updating tickets in a timely manner and acting as an escalation point.
- Install and maintain computer hardware, clients, laptops, audio/visual equipment and peripherals.
- Change passwords and manage network access as directed by the policies of the Trust and as requested by the Head of IT.
- Software installation, maintenance and upgrading in line with the school development policy. Including deployment of workstation images where necessary.
- To keep abreast of technological developments and encourage the use of ICT at all levels.
- Proactively check stock levels within schools to ensure an adequate inventory is maintained.

- Manage staff and student accounts and, where necessary, add new members of the school community and assist with the archiving of user materials from school leavers before removal of their user accounts.
- To be aware of all school policies relating to the role and carry out the responsibilities detailed therein.
- Support internal stakeholders with the technical elements of the academy MIS system and liaise with external stakeholders as required.
- Work with the Trust's catering teams and other stakeholders to ensure that the cashless catering system fit for purpose.

Training and development

- Support staff inductions in relation to ICT equipment.
- Maintain appropriate levels of training in the role, keeping up to date with new initiatives and developments in ICT.
- Attend events and training as required.
- Identifying training needs and help to deliver training for staff as needed to operate ICT systems.
- Work with the Head of IT to identify training needs within the IT team and create training plans.
- Assist in mentoring IT Support technicians where required.

Data Protection

- Adhere to the Trust's data protection policies and processes.
- Report any data breach of the Trust's ICT acceptable use policy to the Trust's Data Protection Lead.

General Responsibilities

- Follow all Trust policies and procedures relating to legislative and statutory requirements, including on Health and Safety and Safeguarding, including those required by Company, Education and Charity law, Data Protection, and funding agreements.
- To participate in performance and development review process, taking personal responsibility for identification of learning, development, and training opportunities in discussion with the line manager.
- To be aware of and support difference and ensure equal opportunities for all.
- To attend meetings within the Trust and external events as required.
- To maintain constructive relationships and communicate with other agencies, professionals, parents, and students.
- To recognise own strengths and areas of expertise and use these to support others.
- To maintain confidentiality always in respect of Trust-related matters and to prevent disclosure of confidential and sensitive information.
- Promote a safe and healthy environment for students, staff, and visitors.
- Other duties commensurate with the grade of the post as directed by the Director of People and Operations and/or Head of IT.

The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility. The postholder must be flexible to ensure the operational needs of the Trust and Academies are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, throughout the various workplaces in the Trust.

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PERSON SPECIFICATION

The information listed as essential (the column that is shaded) is used as part of the job evaluation process. The requirements identified as desirable are used for recruitment purposes only.

		Essential	Desirable
1.	**Qualifications and Training**		
	GCSEs (A*-C/5 or above) in Maths and English or equivalent OR relevant qualification at level 2 (or equivalent).	✓	
	IT qualification or certificate, e.g. CISCO (CCNA), Microsoft (MCP), (MCSE), (MCSA).		✓
	ITIL (Information Technology Infrastructure Library) qualification.		✓
	Willingness to work towards relevant qualifications as appropriate.	✓	
	Willingness to undertake training in systems implemented by the Trust.	✓	
2.	**Experience**		
	Experience of dealing with stakeholders at all levels.	✓	
	Experience of managing priorities in a pressurised environment whilst meeting agreed deadlines/timescales and targets.	✓	
	Experience of working in an education environment.	✓	
	Experience of high-level ICT-related problem solving.	✓	
	Experience of leading and managing an IT helpdesk.	✓	
3.	**Knowledge and Skills**		
	An excellent knowledge of the technology environment within education, and a proven ability to ensure our IT service facilitates a high-quality learning environment.	✓	
	Ability to articulate technical ideas to non-technical people, both verbal and written and where required in an effective non-technical way.	✓	
	Good interpersonal and communication skills, both written and verbal.	✓	
	Knowledge and understanding of IP telecommunications principles.	✓	
	Knowledge and understanding of AV equipment, including projectors and interactive screens.	✓	
	Understanding of Office 365 admin centre.	✓	
	Ability to create and manage Organisational units and group policy objects to a high level.	✓	
	Understanding of Networking principals and how they apply across Cisco, Aruba and other Infrastructure vendors.		✓
	Knowledge of Veeam backup solution.		✓
4.	**Professional and Personal Qualities**		
	Belief that every student should have access to an excellent education regardless of background.	✓	
	A commitment to the Trust's core purpose around giving children a world-class Catholic education.	✓	
	A commitment to supporting the Catholic ethos of the Trust.	✓	
	Willingness and commitment to Professional Development.	✓	
	To have excellent attendance and punctuality.	✓	
	Ability to persuade, motivate, negotiate, and influence.	✓	

		Essential	Desirable
	Customer-focused and committed to the delivery of excellent customer service.	✓	
	A commitment to teamwork and leading change, and a demonstrated ability to manage resources effectively, whether human or physical.	✓	
	Flexible, adaptable to leading change, efficient and highly organised.	✓	
	Ability to work accurately and methodically.	✓	
	Proven planning and organisational skills and an ability to take initiative.	✓	
	The ability to contribute to corporate strategy and policy development.	✓	
	Ability to self-evaluate learning needs and actively seek learning opportunities.	✓	
	Commitment to high educational, professional, and personal standards, acting with integrity and honesty to safeguard the financial probity and reputation of the Trust.	✓	
	Understanding of promoting positive relationships with the wider Trust community.	✓	
	Thinks and acts strategically by reflecting and analysing and making sound ethical judgements.	✓	
	Pursues a shared vision with enthusiasm and determination.	✓	
	Willingness to continually improve own and team performance.	✓	
	Effective communication skills – both written and verbal.	✓	
	Ability to communicate a vision and inspire others.	✓	
	Commitment to ensuring the best outcomes for all students.	✓	
	Empathy and respect for children, parents, and their needs.	✓	
	A calm manner and a good sense of humour.	✓	
	Approachable, committed, and resourceful.	✓	
	Able to manage stressful and challenging situations.	✓	
	Professional appearance and presentation.	✓	
	Prepared to work flexibly and adapt to changing needs.	✓	
	Fairness, empathy and listening skills.	✓	
	Integrity, confidentiality, and discretion.	✓	
	Tenacity and the ability to work effectively under pressure.	✓	
	Proven capacity to work innovatively and independently.	✓	
	Ability to drive and have access to a vehicle.		✓

The requirements listed below are not considered during the job evaluation process, but are essential requirements for the role that will be assessed during the recruitment process.			
Disclosure of Criminal Record:			
	The successful candidate's appointment will be subject to the Trust obtaining a satisfactory Enhanced and Barring List Disclosure from the Disclosure and Barring Service (if ticked as an essential requirement).	✓	
	If the post-holder requires a DBS disclosure the candidate is required to declare full details of everything on their criminal record.	✓	
	If the post-holder does not require a DBS disclosure the candidate is required to declare unspent convictions only.		N/A
The employment checks are required:			
	Evidence of entitlement to work in the U.K.	✓	
	Evidence of essential qualifications – section 1 of PS	✓	
	Two satisfactory references	✓	
	Confirmation of medical fitness for employment	✓	

	Registration with appropriate bodies (where applicable)	✓	