



Job Description

Post Title:	IT Technician		
Department:	Finance	Location:	Central Team
Hours / Weeks:	37 hours per week 52 weeks per year	Grade:	PFT D
Reporting to:	IT Lead		
Supervises:	N/A		

Job Summary

The IT Technician is responsible for the hands-on resolution of technical issues, troubleshooting, and maintaining service performance and delivery. It also proactively offers technical support for our computer systems, MDM (Mobile Device Management), network, and other IT-related infrastructure to ensure optimal performance and reliability.

To promote and champion our values in all actions and outcomes:

- Adventure – to be bold, courageous risk-takers.
- Creativity – to embrace ideas, demand clear thinking, and inspire innovation.
- Excellence – to set high standards, champion ambition and reward dedication.

To support the development and growth of the schools and the Trust supporting and developing and supporting the continuous improvement and development of the IT function, including systems, processes, policies, and procedures.

Duties and Responsibilities

- 1) To be the first point of contact providing technical support addressing hardware and software issues in line with Standard Operational Procedures and timelines.
- 2) Ensure the timely and first-time correct installation, configuration and maintenance of our computer systems, networks, printers, and other peripherals, including servers and cloud-based systems.
- 3) Lead the daily monitoring of the performance and security of the Trust networks, ensuring that all our devices, servers, systems, and infrastructure are secure and resolving any issues as they arise in line with Standard Operational Procedures and timelines while ensuring high data integrity and compliance standards.

- 4) Lead on the monitoring and reviews of our filtering and monitoring software and acting on information trends as required.
- 5) Install and upgrade software and updates, antivirus, and firewall software, as required, to ensure the security of our client and server systems.
- 6) Undertake training and support sessions with staff on systems, procedures and software as required.
- 7) To support the implementation of the Trust's IT Strategy and related activities locally, ensuring that safeguarding our pupils is at the heart of the Trust and that the Trust is at the leading edge of educational IT interventions.
- 8) Support the IT Lead in delivering key IT initiatives across the Trust, including developing and implementing new systems to improve operational and business practices.
- 9) Maintain the IT assets and software licences register, ensuring that all users and devices have the correct licences and renewals are undertaken.
- 10) Support the development of internal IT processes, including the development and upkeep of IT Operational Processes, ensuring that legal compliance and good practices are at the heart of our practices.
- 11) Be responsible for and able to evidence your own personal development by undertaking relevant training, attending meetings, conferences, and events, and ensuring that you are updated in all matters relevant to the role as agreed in your Personal Development Plan.
- 12) Carry out additional duties and tasks that may be required within the range of the responsibilities of the post.

This job description is intended to provide a general overview of the position. It is not an exhaustive list of all responsibilities, duties, or skills required for the role. The Trust reserves the right to modify, add, or remove duties and to assign other duties as necessary. This job description is not a contract of employment, and the company may change it at any time.

General Requirements

Safeguarding

The Primary First Trust is committed to safeguarding and promoting the welfare of our pupils and expects all employees to share this commitment and our safeguarding policy and procedures. If, while carrying out the duties of the post, you become aware of any actual or potential risk(s) to the safety or welfare of pupils, these concerns must be reported to your line manager, Headteacher or a member of the Human Resources.

All offers and continuing employment are subject to an enhanced DBS being in place.

Equal Opportunities

The Primary First Trust is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of gender, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

The Primary First Trust aims to create and sustain an inclusive work environment that provides equality of opportunity for everyone and reflects the diversity of the communities we serve.

You are required to uphold the Equality and Diversity policy and comply with the Code of Conduct, which sets out our standards of behaviour towards those who use our services or work within them.

Safe and Secure Working Environment

You must ensure a safe and secure working environment in keeping with legal requirements and our policies & guidelines. At the same time, you will encourage good practice regarding punctuality, behaviours, and work standards.

Confidentially

Ensure that any information relating to employees, volunteers, and pupils (future, current and past) is treated in the strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or managers.

Continuous Improvement

Actively contribute to the continuous improvement process and the ongoing development of a quality culture, such as changing behaviour, identifying and implementing improvements to processes and activities and encouraging others to do the same.

Area	Essential	Desirable	Assessment Method
Qualifications:	<ul style="list-style-type: none"> • IT Qualification (Level 3) or willing to achieve • Good standard of education • Evidence of continued professional and personal development. 	<ul style="list-style-type: none"> • CompTIA A+, Cisco CCNA or Microsoft Certified IT Professional (MCITP) 	<ul style="list-style-type: none"> • Application • Pre-employment checks
Experience:	<ul style="list-style-type: none"> • Track record of working in a fast-paced and highly effective environment. • Experience of successful implementation of major initiatives and/or transformational change. • Evidence of implementing latest best practice in IT • Track record of developing and maintaining effective relationships with colleagues. 		<ul style="list-style-type: none"> • Application • Interview
Work-Based Knowledge / Technical Skills:	<ul style="list-style-type: none"> • Excellent knowledge of using Microsoft Office to an advanced level • Excellent knowledge of Operating Systems (Windows, Mac and ISO) • Ability to think on their feet and make considered decisions with a common-sense approach. • A passion for customer service • Strong understanding of UK IT legislation and Data Protection. • Appreciation of the regulatory frameworks within which the Trust operates. • A strong understanding of manual and computerised systems and their principles. • Well presented with an eye for detail and strong organisational skills 	<ul style="list-style-type: none"> • Knowledge of issues affecting Education Services 	<ul style="list-style-type: none"> • Application • Interview

Area	Essential	Desirable	Assessment Method
	<ul style="list-style-type: none"> • Able to set, analyse, evaluate and report on relevant quantitative and qualitative data focusing on KPIs. • Resilience in dealing with untoward events. 		
General Skills & Attributes:	<ul style="list-style-type: none"> • Understanding of how to undertake statistical analysis and present reports to all groups • Warm and friendly personality with a positive attitude • Be enthusiastic, self-motivated, and committed to helping all for whom they have the responsibility to achieve the best possible standards • Form and maintain good professional relationships. Ability to prioritise effectively and meet deadlines. • Persistence, with the energy to drive things forward, in consultation with others • Flexibility and a positive approach to the role • Ability to influence and manage people in other teams to meet targets and workloads • Ability to act on own initiative • Commitment to team working with an ability to coach others • Self-motivated, with the ability to be flexible and adapt to the changing needs and demands of the organisation. 		<ul style="list-style-type: none"> • Application • Interview
Values:	<p>To uphold our values of:</p> <ul style="list-style-type: none"> • Adventure – to be bold, courageous risk-takers. • Creativity – to embrace ideas, demand clear thinking, and inspire innovation. • Excellence – to set high standards, champion ambition and reward dedication. 		<ul style="list-style-type: none"> • Interview

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