



JOB DESCRIPTION IT TECHNICIAN

Job Title: IT Technician

Reporting to: This post holder reports to the Senior IT Technician

Role Purpose:

- To ensure that Turner Schools are places where children thrive and knowledge matters by upholding and modelling The Trust's values in all aspects of the role;
- To deliver a high-quality IT support service to staff and students in the Trust.
- To promote a community of learners with purpose and passion while modelling the of Turner Schools "Walk The Turner Talk" values in all aspects of the role.

Responsibilities:

- Install, configure and maintain computer hardware, laptops, audio/visual equipment and peripherals.
- Respond to and resolve IT support tickets efficiently, providing first- and second-line support across assigned schools.
- Troubleshoot and resolve IT issues relating to hardware, software, printing, networks, and user access.
- Assist in maintaining the school's network, wireless systems, and security controls under direction from senior IT staff.
- Support the implementation of the Trust's ICT strategy and contribute to ongoing improvements.
- Keep up to date with the latest ICT developments and technologies, including Trust-approved platforms.
- Support and train staff and students in the use of ICT systems and classroom technologies.
- Carry out routine administration including data backups, software updates, and account management (Google Workspace and Azure AD).
- Assist in maintaining and developing the school's digital platforms, including Google Classroom, Google Mail, Google Sites and other cloud-based tools.
- Provide support for the setup and preparation of ICT equipment for lessons, events, and assessments (including exams).
- Support digital safeguarding and GDPR compliance by following Trust policies and reporting any concerns.
- Maintain accurate stocks of spare parts, consumables, and loan equipment.
- Update asset registers and documentation under the guidance of the senior IT staff.

Other Duties:

- To comply with individual responsibilities for health and safety in the workplace.
- To contribute fully to the life of the school community, supporting the values, vision and ethos of Turner Schools.
- To be courteous and professional with colleagues, students, parents and visitors.
- To undertake any reasonable task requested by the Head of IT and Digital Services, Principal or Senior Leadership Team.

Personal Qualities and Attributes:

This position requires the following personal qualities and attributes:

- A positive, professional manner with pride in helping others.
- A commitment to the Trust's ethos and values and a belief in the potential of every pupil.
- High ethical standards and integrity.
- Strong interpersonal, written and oral communication skills.
- Excellent organisational skills and attention to detail.
- Ability to work independently and as part of a team across partner schools.
- Calm, measured and solution-focused approach to resolving issues.

Qualifications and Experience:

- Experience in supporting and maintaining ICT systems (preferably in an educational environment).
- Strong problem-solving and analytical skills.
- Excellent customer service skills.
- Ability to work independently and collaboratively.

Desired Skills and Experience:

- Experience with Microsoft Windows, Office 365 and Google Workspace.
- Basic networking and security knowledge.
- Experience with IT project work or supporting small-scale deployments.
- Experience delivering basic training to end users.
- Driving licence (preferred due to cross-site travel).

Person Specification**Essential:**

- Experience supporting users in a technical capacity.
- Strong written and verbal communication skills.
- Excellent people skills and customer service.
- Pragmatic, flexible approach.
- Strong attention to detail.

Desirable:

- Experience of providing IT support in an educational environment.

All job descriptions may, following consultation with you, be subject to change to reflect or anticipate changes in the job, which are commensurate with the salary and job title.

Employees are expected to comply with any reasonable request from the Principal or the Senior Leadership Team to undertake work of a similar level that is not specified in this job description. Employees are expected to be courteous to colleagues and provide a welcoming environment to visitors and telephone callers.

Turner Schools will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.



Turner Expectations

Turner staff will 'Walk the Turner Talk'. They will:

- **Speak and act with care:** Always show compassion and respect for children.
- **Act boldly:** Be ambitious for yourself and the children and young people we serve.
- **Learn from adversity:** Be evaluative, thoughtful and reflective.
- **Challenge convention:** Be curious, welcome difference and unfamiliar thinking.
- **Connect with others:** Support colleagues, parents and pupils to make a great team.
- **Use your voice:** Offer different views and ask questions.
- **Do what it takes:** Be relentless in pursuing the best for children.
- **Ask for support:** Be open and honest when plans go awry.
- **Don't give up:** Be calm, resilient and measured when managing challenges.

Acceptance:

I confirm that I have received and understand the job description.

Name.....

Signed.....

Dated.....

Line Manager.....

Signed.....

Dated.....