Ascendancy Partnership Trust

Job Title:	ICT Technician
Responsible to:	ICT Manager
Working pattern:	Full time, plus designated INSET/professional development days
Location:	Brookfields School; occasional travel to other sites within the Trust as required
Grade:	NJC scale points 7-11

Statement of Purpose

The ICT Technician provides high-quality first-line technical support to staff and students at Brookfields but may be asked to support the Trust's other schools. The role ensures reliable and secure ICT services through proactive maintenance, timely incident response, and effective collaboration with Trust and school staff. The post holder helps students learn, achieve and progress by ensuring ICT systems are available, safe, and fit for purpose.

Main Duties and Key Responsibilities

- Provide quality first-line telephone, email and face-to-face support to staff and students; triage and resolve incidents in line with service targets.
- Use the service desk to record, prioritise and update tickets, ensuring clear, timely communication with users and colleagues; contribute to service reviews and continuous improvement activities.
- Configure, install, test and support end-user devices (desktops, laptops, tablets), peripherals (printers, AV), and classroom technologies; build, test and deploy images where applicable.
- Administer users, devices and groups in Microsoft 365/Entra ID/Active Directory and school systems in line with joiners-movers-leavers processes.
- Maintain accurate asset and licence records; ensure all new hardware and software is inventoried before issue; audit every device at least annually.

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- Monitor and maintain backup and recovery checks; escalate anomalies and assist with restorations when required.
- Apply security updates to operating systems and applications in accordance with guidance from the ICT Manager; ensure compliant versions are maintained.
- Monitor endpoint protection and other security controls; act on alerts and escalate as necessary.
- Provide Audio Visual and IT setup and support for assemblies and events.
- Support and maintain SEND specialist IT equipment
- Induct new starters to core ICT systems, acceptable use and data protection basics; deliver simple training to staff where appropriate.
- Troubleshoot and escalate issues with centrally and locally procured systems (e.g., MIS platforms, Office 365, filtering, telephony).
- Liaise with suppliers for warranty repairs and parts; when directed, obtain quotations in line with procurement procedures.
- Perform duties in line with Health & Safety requirements and promptly report hazards.
- Perform duties in line with safeguarding and cyber security requirements. Report inappropriate use or possible risks.

Safeguarding, Inclusion and SEND Context

Working with pupils—including those with Special Educational Needs and Disabilities—requires empathy, professionalism and an understanding of individual needs (physical, learning, behavioural, language and organisational). Some behaviours may be challenging; the role can be emotionally and physically demanding. The post holder must uphold safeguarding, confidentiality and dignity at all times.

Scope of Job

No direct budget responsibility. Responsible for the care and accurate recording of ICT assets and licences; contributes to service reliability, safeguarding, and teaching & learning continuity.

Person Specification

Key Criteria	Essential	Desirable	How measured
Qualifications and Experience	Eligible to work in the UK GCSE Maths and English (grade C/Level 4 or above). Experience supporting Windows 10/11 networked environment. Experience in configuring, installing and testing hardware, software and related equipment.	ICT qualification and/or equivalent experience in an IT support environment. Experience supporting a Microsoft 365 environment Experience configuring, installing and testing hardware, software and related equipment. Experience in customer-facing support; education environment experience	Application form and evidence.
Knowledge, skills, abilities	Working knowledge of Windows client, basic Windows Server concepts, and device imaging/deployment. Competent with Microsoft 365 (Office Apps, SharePoint, OneDrive, Teams) as a user. Strong organisational skills; ability to prioritise and manage workload.	Experience and knowledge of maintaining Audio Visual equipment in a similar environment. An awareness of Health and Safety and Data Protection legislation. Understanding of internet safety, cyber security, and best practice. Practical networking awareness (ports, patch panels, switches, IP fundamentals).	Application form, evidence and interview.

Key Criteria	Essential	Desirable	How measured
Work Related Personal Qualities	Calm, friendly and professional manner; effective communication skills (written and verbal). Ability to make decisions, share ideas and collaborate effectively across central and school teams.	Independent learner with an interest in ICT developments in schools.	Application form, evidence and interview
Other requirements	The post is subject to an enhanced DBS clearance. Flexibility in provision of service. Willing to work in classrooms alongside pupils with Special Educational Needs and Disabilities. Ability to work and liaise with a cross-section of people, including young people The post holder must be committed to safeguarding the welfare of children.		Application form, evidence and interview

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