

Job Title: IT Technician	Date: April 2026
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JOB PURPOSE AND PRINCIPAL ACCOUNTABILITIES
 To provide high quality and efficient IT support to staff and students across the Newbury Academy Trust schools and assist in the development, support, maintenance and security of all ICT systems.

Hours: 37 hours per week, full-time
 Grade: Band F – 11- 19
 Responsible to: IT Director

DUTIES AND RESPONSIBILITIES

- Provide first-line technical support to end-users via help desk tickets, phone, or email, ensuring prompt resolution of issues related to hardware, software, and network connectivity.
- Troubleshoot and resolve desktop support issues across various operating systems including Windows and macOS.
- Manage and maintain Active Directory accounts, permissions, and group policies.
- Support server infrastructure including Microsoft Windows Server environments and utilise tools such as SCCM for software deployment and updates.
- Configure and troubleshoot network components such as LAN, VPNs, DNS, TCP/IP protocols, firewalls, and switches to ensure secure connectivity.
- Assist with hardware setup, installation, upgrades, and maintenance of computer hardware components.
- Perform software troubleshooting across applications including Microsoft Office suite and specialised enterprise tools.
- Maintain documentation of technical procedures and user guides to facilitate ongoing support activities.
- Collaborate with other IT team members on projects involving network security enhancements or system upgrades.
- Provide support for temporary installation of IT/AV equipment and ensuring its availability and functionality, i.e. assisting with setting up for assemblies and school events.
- Maintain appropriate stock levels of consumables and accessories.
- Liaison with external contractors as required.
- To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
- To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the Schools Health and Safety policy and any school-specific procedures / rules that apply to this role.
- To promote the welfare of children and to support the school in safeguarding children through relevant policies and procedures.
- To undertake any reasonable duties as requested by the IT Director or Executive Headteacher.

PROFESSIONAL VALUES AND PRACTICE

- Have high expectations of all pupils and students.
- Respect students' and pupils' social, cultural, linguistic, religious and ethnic backgrounds.
- Build and maintain successful relationships with students and pupils, treating them consistently, with respect and consideration and to be concerned for their development as learners.
- Demonstrate and promote the same positive values, attitudes and behaviour that are expected from students and pupils and as outlined in the NAT Staff Code of Conduct.
- Work collaboratively with colleagues to meet the needs of all students and pupils (inc SEND students).
- Carry out all aspects of the role effectively and to seek help, advice or guidance as necessary.

STAFF DEVELOPMENT

To take part in the Trust's staff development programme by participating in arrangements for further training and professional development.

- To continue personal development in the relevant areas.
- To engage actively in the Performance Management Review process.
- To work as a member of a designated team and to contribute positively to effective working relations within the school.

SCOPE OF JOB (Budgetary/Resource Control, Impact)

- No direct budgetary responsibility.

OTHER SPECIFIC DUTIES

To be responsible for ensuring that the Trust's Safeguarding policy is adhered to, ensuring concerns are raised in accordance with this policy, including logging information on RecordMy

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified.

Employees will be expected to comply with any reasonable request from a manager or Headteacher 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.

The school 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.

This role has been identified as public facing in accordance with Part 7 of the Immigration Act, and therefore the ability to fulfil all written and spoken aspects of the role with confidence in English will be required. Conversing at ease with the public including students, answer questions and provide advice, including the use of appropriate specialist terminology relevant to the job role/profession and where necessary for an extended period of time.

This job description is current at the date shown, but following consultation with you, may be changed by Management to reflect or anticipate changes in the job which are commensurate with the salary and job title.

Date: April 2026

Safeguarding Statement:

This School is committed to safeguarding children and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We will ensure that all our recruitment and selection practices reflect this commitment. The post holder is responsible for ensuring they adhere to the School's Child Protection Policy and that any concerns are raised in accordance with this policy. All successful candidates will be subject to Disclosure and Barring Service checks along with other relevant pre-employment checks.

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Qualifications And Training	<ul style="list-style-type: none"> • At least GCSE grade C (or equivalent) in English and Mathematics. • Relevant IT qualification 	<ul style="list-style-type: none"> • General understanding of ITIL Principles • Relevant certifications such as CompTIA A+, Network+, Microsoft Certified: Windows Server Fundamentals or equivalent
Work-related Personal Requirements	<ul style="list-style-type: none"> • Proven experience in IT support or technical support roles with a strong understanding of computer networking principles. • Ability to demonstrate a motivated, proactive and helpful approach to work. • Working flexibly with people of all IT competencies. • Strong troubleshooting skills related to hardware components, operating systems, software applications (Microsoft Office), and network connectivity issues. • Excellent communication skills with the ability to explain technical concepts clearly to non-technical users. • Organised approach with the ability to prioritise tasks effectively in a fast-paced environment. 	<ul style="list-style-type: none"> • Knowledge of network security measures including VPNs and firewalls; understanding of TCP ports and LAN configurations
Other Work Requirements	<ul style="list-style-type: none"> • Use of transport to travel between school sites • Fluent in written and spoken English to an appropriate level for the role. • Right to work in the UK. 	