Job description

Job title:	IT Technician (Yorkshire)
Responsible to:	IT Team Leader
Location:	Lift Firth Park, Fircroft Avenue, Sheffield, S5 0SD (with travel to other schools within the region when required)
Hours of work:	37 hours per week
Salary:	£30,755.54 - £33,085.79

Overview of the role:

The role of the IT Technician is to play a vital role in ensuring our schools have the technology they need to deliver an excellent education to every child. The IT Technician will be responsible for the day-to-day technical IT Support for four schools in the region.

You will work alongside other IT Technicians and Technology Support Officers (TSOs) and, where necessary, third-party partners to support the delivery of IT to staff and students.

This role contributes to the Lift Schools' mission that **every** child receives an **excellent** education, in **every** classroom, **every** day.

Responsibilities:

Technical support

- Resolve technical faults and action change requests in line with agreed service level agreements (SLAs).
- Diagnose and repair issues with Windows, Apple, and Chrome devices.
- Support key systems, including visitor management, classroom management, door access, telephony and CCTV.
- Provide day-to-day support for the school's printing system.
- Carry out physical repairs on devices such as laptops and Chromebooks.
- Lead the maintenance, installation, and repair of audio-visual systems.
- Support the setup, relocation, and installation of IT equipment across the school.

Systems maintenance and development

- Deploy software images, test packages, and release updates to school colleagues.
- Monitor and support systems, including directory synchronisation, single sign-on, broadband connectivity, backups, filtering, and firewalls.
- Support network environments, ensuring regular maintenance with guidance from the regional IT Team Leader where needed.
- Maintain accurate asset management records, tracking new, updated, and retired devices.

Customer service and collaboration

- Provide excellent customer service, ensuring all users receive timely updates on the progress of their support requests.
- Communicate clearly and effectively with colleagues, ensuring information is shared in a user-friendly way.

- Liaise with school teams to gather information and ensure issues are resolved quickly.
- Contribute to problem management by identifying recurring issues and supporting long-term solutions.
- Take a proactive approach to ensuring IT equipment in classrooms, IT suites, and offices is working effectively.

Record keeping and compliance

- Keep accurate records in the service management system.
- Escalate unresolved or high-priority issues to the IT Hub Team Leader.
- Ensure compliance with data protection (GDPR), health and safety, and other policies.

Being part of Lift Schools

- Support the success of your school and others across the network by sharing expertise and contributing to our wider IT support community.
- Approach your work with a problem-solving mindset and a positive attitude.
- Always look for ways to improve processes and enhance the experience for our colleagues and young people.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The postholder is expected to work to the best of their ability, to be diligent, honest and ethical in the performance of duties, and to conduct personal and professional life to the highest standard such that public confidence in their integrity is sustained.
2. This job description does not form part of the contract of employment and is not a comprehensive definition of the post. The duties of this post may vary from time to time according to the needs of the school/Trust following consultation with the job holder. It will be reviewed periodically.
3. The postholder is expected to participate and engage with workplace learning and development opportunities to continually improve their own performance.
4. The postholder may deal with sensitive material and should maintain confidentiality in all school related matters as set out in their statement of terms and condition of employment.
5. Information about how and why we collect your data can be found in the "Lift Schools Privacy Notice for Staff" which you are required to comply with.
6. You are expected to take reasonable care of your own health and safety and to be mindful of the safety of others, to cooperate with instructions, to minimise and mitigate potential hazards and risks to others, and to appropriately report hazards, illnesses, or injuries in accordance with our Health & Safety Policy.

Safeguarding:

At Lift Schools we are committed to ensuring the highest levels of safeguarding and promoting the welfare of our students, and we expect all our colleagues and volunteers to share this commitment. We adopt a strong, fair, and consistent recruitment process which is in line with Keeping Children Safe in Education guidance. This includes online checks for shortlisted candidates. All offers of employment are subject to an Enhanced DBS check, references, and where applicable, a prohibition from teaching check, and you are required to complete them and advise us immediately should you subsequently be convicted of an offence.

Equality, equity, diversity and inclusion:

At Lift Schools, we want all of our colleagues to feel included bringing their passion, creativity, and individuality to work. We value all cultures, backgrounds, and experiences, and we truly believe that diversity drives innovation.

Person specification

Qualifications and experience	

Essential
• Educated to at least A-level or equivalent
• Full UK driving license
	Desirable
	• Relevant industry training and certifications such as:
	  ○ Comptia Security+
	  ○ Comptia Network+
	  ○ ITIL Foundation
	  ○ Google Certifications

Knowledge and skills	
Essential • Experience in supporting and deploying applications and operating systems • Experience with hardware and diagnostic tools • Experience in resolving issues with hardware and software • Experience in supporting Audio Visual systems	**Desirable** • Experience working in a school or an educational establishment • Experience in maintaining servers, switches, telephony and CCTV • Experience in supporting iOS and Chrome devices
Leadership skills	
Essential • N/A	**Desirable** • N/A
Personal attributes and behaviours	

Essential
• Ability to work under own initiative and with a wider team, 3rd parties and remote support
• Ability to apply curiosity, with a troubleshooting mindset
• A fast learner
• Ability to communicate confidently and effectively with teachers, students and other stakeholders
• The ability to work in a reactive environment whilst under pressure and maintain a professional and organised structure
• Excellent administration and organisation skills
	Desirable
	• Can reflect thoughtfully and critically on the Project H mindsets, and identify their own strengths and areas for development in these areas. The Project H mindsets are:
	  ○ Share ideas early, often, and honestly
	  ○ Embrace constructive disagreement
	  ○ Value ideas, not ego
	  ○ Be curious and open to new ideas
	  ○ Focus on facts and reason

Special requirements	
• Successful candidates will be subject to an enhanced Disclosure and Barring Service Check. • Right to work in the UK. • Evidence of a commitment to promoting the welfare and safeguarding of children and young people. • Show commitment and a forward-thinking approach to drive forward equality, equity, diversity, and inclusion and to own personal development along with a positive attitude towards legislative developments and the provision of equitable services.	