

# IT Services

## Trust Technical Support Lead

**Location:** Crompton House C of E School, Rochdale Road, Oldham, OL2 7HS

**Salary:** NJC Grade 7 (£39,152 - £42,839 per annum)

**Contract:** Full-time, Permanent

**Hours:** 37 hours per week

### About Us:

Crompton House Multi-Academy Trust is committed to delivering exceptional education across our schools. Technology is at the heart of our vision, enabling staff and students to achieve their best. We are looking for an experienced and driven Technical Support Lead to join our central team and play a key role in delivering reliable, innovative, and effective IT solutions across our schools.

### About the Role:

To lead and manage the IT Services Support team in providing effective IT support and ensuring the smooth operation of IT systems and services across the Multi-Academy Trust (MAT). The Technical Support Lead will be responsible for overseeing day-to-day IT operations, providing high-quality technical support to staff and students, and implementing IT strategies aligned with the Trust's vision and goals. Access to independent transport, and ability to travel independently for business purposes is essential for this role.

### Key Responsibilities:

- Lead and manage the day-to-day operations of the IT services team, ensuring SLAs are met.
- Plan, deploy, and maintain IT infrastructure, including networks, servers, and cloud-based services.
- Provide technical expertise in diagnosing and resolving complex IT issues.
- Oversee the Trust's IT security, ensuring compliance with GDPR and safeguarding requirements.
- Develop and maintain documentation for IT systems, processes, and policies.
- Manage relationships with external IT providers and suppliers.
- Support the development and delivery of IT training for staff and students.

### About You:

We are looking for a highly motivated individual with excellent technical and leadership skills. The ideal candidate will be proactive, adaptable, and passionate about using technology to enhance education.

### Essential Criteria:

- Proven experience in IT support, infrastructure management, or a similar technical role.
- Strong understanding of IT systems, including Virtualisation Technologies, Windows Server, Office 365, networking, and cloud services.
- Excellent troubleshooting and problem-solving skills.
- Experience managing IT projects and delivering improvements.
- Knowledge of data protection, GDPR, and cybersecurity principles.
- Strong communication and interpersonal skills.
- Ability to lead and inspire a team.
- Ability to analyse and interpret data to improve service performance.
- Relevant IT certifications (e.g., Microsoft, Cisco, CompTIA) or equivalent experience.



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### Desirable criteria:

- Experience in an education environment or working within a Multi-Academy Trust.
- Understanding of MIS systems and educational software.

### What we offer:

- Competitive salary within NJC Grade 7.
- A supportive and collaborative working environment.
- Opportunities for professional development and training.
- Access to an excellent pension scheme.
- Generous annual leave entitlement.

### How to apply:

Crompton House Multi-Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. As part of this commitment each successful applicant will be subject to an enhanced Disclosure and Barring Service check along with other relevant employment checks including references which will be sought prior to appointment.

The school will carry out an online search as part of their due diligence for all shortlisted candidates in line with Keeping Children Safe in Education 2024 (para 221).

Please note: Due to safer recruitment requirements, we cannot accept CVs. Please use the application form that accompanies this advertisement.

### Application forms should be posted to:

Ms Slater at the above address, or emailed to [j.slater@cromptonhouse.org](mailto:j.slater@cromptonhouse.org)

**Closing Date:** Friday 13<sup>th</sup> March 2026 – 12 Noon

**Interviews:** Tuesday 24<sup>th</sup> March 2026



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