**Crompton House Church of England Multi Academy Trust**

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| **JOB DESCRIPTION** | | | |
| **Post Title:** | Trust Technical Support Lead | | |
| **Location** | Crompton House Church of England School | | |
| **Grade:** | 7 (SCP 28-32) | **Hours:** | 36.40 per week, Full year |

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| **PURPOSE OF POST** | 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 as directed by the Trust Head of IT Services. |

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| **KEY TASKS:** | |
| **Leadership and Management** | * Manage and lead the Technical Services team, ensuring workloads are effectively distributed and team members are supported. * Provide training and development opportunities for team members, fostering a culture of continuous improvement. * Act as a primary point of escalation for technical issues and provide hands-on support as required. |
| **IT Operations, Cyber Security and Support** | * Oversee the installation, maintenance, and support of hardware, software, and network systems across the Trust. * Oversee IT security, ensuring compliance with Data Protection, Freedom of Information, and cybersecurity best practice. * Maintain robust backup, disaster recovery, and business continuity plans. * Ensure timely resolution of IT support tickets and adherence to agreed service levels. * Monitor and maintain IT systems to ensure high availability and performance. * Perform regular audits of IT systems and infrastructure to identify and mitigate risks. * Monitor security alerts and threat reports from Microsoft 365, Defender, and other security tools, ensuring prompt investigation and remediation. * Lead the initial response to cyber incidents, including isolation, containment, evidence gathering, and escalation. * Conduct periodic reviews of access permissions, group memberships, and privileged accounts, enforcing least‑privilege principles. * Support Trust compliance with NCSC and DfE cyber security standards. * Review and harden Microsoft 365, Azure AD, and network configurations to reduce exposure to cyber threats. * Ensure effective management of endpoint protection, email filtering, and web filtering solutions across the Trust. * Deliver or support cyber‑awareness training for staff and students, promoting secure behaviours and reporting. * Oversee the deployment, configuration, and updating of end‑user devices, including imaging, Intune policies, and application management. * Collaborate with Trust and school leadership to plan and deliver IT projects, upgrades, and system improvements. * Monitor network performance across Trust sites, including WiFi, switching, and connectivity, escalating issues where required. * Liaise with external suppliers and support partners to resolve escalations and ensure service quality. * Support the implementation and monitoring of Trust-wide patch management schedules for servers, clients, and applications. |
| **Strategic and Project Responsibilities** | * Collaborate with school leadership teams to understand and address their specific IT needs. * Communicate technical information to non-technical stakeholders in a clear and accessible manner. * Represent the Technical Services team at meetings and contribute to strategic discussions. * Manage and maintain an accurate IT asset inventory, ensuring equipment lifecycle planning and value‑for‑money procurement. * Produce and maintain technical documentation, procedures, and knowledge base articles to support consistent workflows. |

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| **STANDARD DUTIES** |
| * To understand the importance of equality and diversity in the workplace and service delivery and promote equal opportunities for all, respecting the rights of other staff and students to be treated with dignity at work. * To uphold and promote the values and the faith ethos of the Trust. * To implement and uphold the policies, procedures, and codes of practice of the Trust, including relating to customer care, finance, data protection, ICT, health & safety, anti-bullying, and safeguarding/child protection, ensuring confidentiality as appropriate. * To take a pro-active approach to health and safety, working with others in the Trust to minimise and mitigate potential hazards and risks, and actively contribute to the security of the academies e.g., challenging a stranger on the premises. * To participate and engage with workplace learning and development opportunities to continually improve own performance and that of the team/Trust * To attend and participate in relevant meetings as appropriate. * To undertake any other additional duties commensurate with the grade of the post. |

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| **CONTACTS** | Pupils, colleagues within the school, suppliers and visitors within the Trust |
| **RELATIONSHIP TO OTHER POSTS WITIHN THE DEPARTMENT** | **Responsible to:** Trust Head of IT Services  **Responsible for:** Trust IT Services Support Technicians |
| **ADDITIONAL NOTES** | An enhanced Disclosure and Barring Service (DBS) check will be requested on successful application to a position in the Trust or Academy. |
| **REVIEW ARRANGEMENTS** | The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the Trust will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |

This job description is a guide to the duties and should be read in conjunction with the accompanying person specification.

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | February 2023 | JY | Business Manager |
| **Reviewed** | February 2023 | DN | Trust Head of IT Services |
| **Reviewed** | December 2024 | JM | Trust Head of IT Services |
| **Reviewed** | January 2026 | JM | Trust Head of IT Services |

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| **Person Specification** | | | |
| **Selection criteria** | **Essential** | **Desirable** | **How**  **Assessed** |
| **Education & Qualifications** | | | |
| Relevant IT qualification (e.g., CompTIA A+/N+, Microsoft, Cisco, ITIL Foundation) | ✔ |  | A/I |
| Willingness to undertake further technical certifications linked to the role (cyber security, M365, networking) |  |  | A/D |
| Advanced certifications (e.g., Microsoft 365 Administrator, Azure AD, CCNA, Security+, ITIL v4) |  | ✔ | A/D |
| Safeguarding or data‑protection‑related training |  | ✔ | A/I |
| **Experience** | | | |
| Experience leading or supervising IT support staff, including workload allocation and development | ✔ |  | A/I |
| Experience providing high‑level technical support (2nd/3rd line) in a multi‑site environment | ✔ |  | A/I |
| Experience installing, maintaining and supporting hardware, software and network systems | ✔ |  | A/I |
| Experience working with Microsoft 365, Azure AD, Defender, Intune, and cloud‑based services | ✔ |  | A/I |
| Experience responding to cyber security incidents, alerts, threat reports or vulnerabilities | ✔ |  | A/I |
| Experience managing endpoint security, email/web filtering, antivirus and patch management | ✔ |  | A/I |
| Experience conducting IT audits, access reviews, and risk assessments | ✔ |  | A/I |
| Experience delivering IT projects or upgrades across multiple sites | ✔ |  | A/I |
| Experience managing an IT asset inventory and supporting procurement | ✔ |  | A/I |
| Experience working within a school/Multi‑Academy Trust environment |  | ✔ | A/I |
| **Technical Knowledge & Skills** | | | |
| Strong understanding of endpoint deployment, imaging, Intune policies, software packaging and device management | ✔ |  | A/I |
| Knowledge of network operations: switching, Wi‑Fi, VLANs, network monitoring and connectivity troubleshooting | ✔ |  | A/I |
| Ability to monitor/configure security tools (Microsoft 365, Defender, threat analytics) and act on alerts | ✔ |  | A/I |
| Understanding of backup systems, disaster recovery, and business continuity planning | ✔ |  | A/I |
| Knowledge of GDPR, data‑protection principles and secure handling of sensitive data | ✔ |  | A/I |
| Ability to review and harden M365, Azure AD and network configurations (least‑privilege principles) | ✔ |  | A/I |
| Ability to produce and maintain technical documentation, procedures, and knowledge base resources | ✔ |  | A/I |
| Knowledge of NCSC and DfE cyber‑security expectations for education |  | ✔ | A/I |
| Understanding of health & safety relating to IT equipment and electrical devices | ✔ |  | A/I |
| **Leadership & Interpersonal Skills** | | | |
| Ability to lead, motivate and support an IT services team | ✔ |  | A/I |
| Strong communication skills—able to explain technical concepts to non‑technical staff | ✔ |  | A/I |
| Ability to build positive relationships with staff, students, suppliers and Trust leaders | ✔ |  | A/I |
| Ability to act as a point of escalation and remain calm under pressure | ✔ |  | A/I |
| Ability to deliver cyber‑awareness or technical training to staff and students |  | ✔ | A/I |
| **Personal Qualities** | | | |
| Professional, confidential, and trustworthy, especially handling sensitive data | ✔ |  | A/I |
| Proactive, solutions‑focused and able to identify risks early | ✔ |  | A/I |
| Highly organised, able to manage competing priorities and deadlines | ✔ |  | A/I |
| Commitment to continuous improvement and high service standards | ✔ |  | A/I |
| Upholds and models the values of the Trust | ✔ |  | A/I |
| **Work Circumstances** | | | |
| Ability to work flexibly and travel between Trust sites | ✔ |  | I |
| Ability to respond to occasional out‑of‑hours issues or project needs | ✔ |  | I |
| Commitment to safeguarding and promoting the welfare of children | ✔ |  | A/I |
| Enhanced DBS clearance (on appointment) | ✔ |  | D |
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Key: I = Interview R = References A = Application D = Documentation T = Test

NB. - Any candidate with a disability who meets the essential criteria will be guaranteed an interview