



The Khalsa Academy Wolverhampton

Job Description

Post:	Technical Services Support Technician
Salary Scale:	Points 12-15 £28, - £30,024 (Pro Rata Term Time + 2 weeks)
Liaising with:	SLT Principal
Line of Responsibility:	Senior Technician

Purpose of Post:

To provide proactive, first- and second-line technical support to staff, pupils, and visitors across The Khalsa Academy Wolverhampton. Working under the guidance of the Academy Senior Technician, the postholder will maintain hardware, software, network infrastructure, and audiovisual systems.

The role ensures a secure, reliable, accessible, and high-performing digital environment that aligns fully with Department for Education (DfE) Digital & Technology Standards, supporting our core mission: "Together As ONE, We Live to Learn and Learn to Share."

Duties and Responsibilities:

Key Responsibilities:

- Support the Principal in ensuring the academy's commitment to safeguarding and promoting the welfare of children is delivered.
- Be emblematic of our:

Values: Truth, Altruism, Compassion, Service, Courage, Resilience & Love

Trust Ethos: Together As One

IT Support & Operations

- Provide responsive 1st and 2nd line technical support for hardware (PCs, laptops, tablets, interactive whiteboards) and software across classroom and administrative settings.
- Manage, update, and resolve logged support tickets in a timely manner under the supervision of the Senior Technician.
- Assist with setting up, configuring, and deploying new devices, user accounts, and peripherals in line with academy standards.
- Prepare and maintain classroom technology, AV equipment, and sound systems for daily learning, assemblies, school events, and faith celebrations.

Network, Infrastructure & Cyber Security (DfE Cyber Security Standard)

- Assist the Senior Technician in monitoring local area networks (LAN), Wi-Fi infrastructure, and cloud learning platforms (Microsoft 365 / Google Workspace for Education).
- Backup Management: Help execute, test, and document routine system backups in line with the DfE standard 3-2-1 backup strategy (3 copies of data, across 2 different media types, 1 offsite/offline).
- Patch & Endpoint Management: Support routine OS updates, security patching, and antivirus management across all school devices.

- Access Control & MFA: Assist in managing user directory accounts and permissions following the Principle of Least Privilege, enforcing Multi-Factor Authentication (MFA) on staff accounts where required.
- Cyber Resilience: Maintain familiarity with the school's Cyber Incident Response Plan and assist during unexpected security incidents or downtime.
- Perform routine physical checks on network cabinets, Uninterruptible Power Supplies (UPS), and wireless access points under direction.

Safeguarding, Filtering (DfE Filtering & Monitoring Standard)

- Filtering & Monitoring: Perform routine checks and testing on web-filtering systems and endpoint monitoring software in accordance with *Keeping Children Safe in Education (KCSIE)*, Prevent duty, and DfE standards.
- Incident Escalation: Immediately escalate flagged online safety risks, bypass attempts, or security vulnerabilities to the Designated Safeguarding Lead (DSL) and Senior Technician. (community service).
- Maintain strict confidentiality regarding staff and pupil data, ensuring compliance with UK GDPR and data protection regulations.

Inclusion, Asset Management & Continuous Improvement (DfE Accessibility & Device Standards)

- Assistive Technology: Deploy, configure, and troubleshoot digital accessibility tools (e.g., screen readers, text-to-speech, display adaptors) to support pupils with SEND (Special Educational Needs and Disabilities).
- Asset Governance: Maintain an accurate hardware asset register tracking device age, location, warranty status, and energy efficiency under the Senior Technician's oversight.
- Sustainable Disposal: Ensure redundant devices are securely wiped in compliance with data privacy laws and safely disposed of or recycled sustainably.
- Undertake continuous professional development (CPD) and mandatory training (e.g., Safeguarding, Cyber Hygiene, Data Protection).

General Expectations:

- Support the Principal in ensuring that all Academy and Trust policies are implemented effectively.
- Create a sense of being reliable, approachable and encouraging reading for all learners.
- Have a profile around academy before, during and after the academy day.
- Maintain appropriate and accurate records.
- Support, promote and attend extra-curricular events, concerts etc.
- Promote and monitor Health and Safety for all, including responding to emergency situations.
- Promote and safeguard the welfare of children and young persons you are responsible for or come into contact with.
- To play a full part in the life of the academy community.
- Be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of, support and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the academy.
- Appreciate and support the role of other professionals.
- Attend and participate in relevant meetings as required.
- Participate in training and other learning activities and performance development as required.

Other Duties

- The post holder will be subject to performance objectives agreed annually and participate in performance management cycle.
- The post holder is expected to carry out such other duties as may reasonably be assigned by the Principal.

To take on any whole academy initiative or responsibility that the Principal may direct.

The above duties are not exhaustive and the post-holder may be required to undertake reasonable tasks as assigned by the Principal.

This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so constructed.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification at any time after consultation with the post holder.

CONDITIONS OF EMPLOYMENT:

THE ABOVE RESPONSIBILITIES ARE SUBJECT TO THE GENERAL DUTIES AND RESPONSIBILITIES CONTAINED IN THE WRITTEN STATEMENT OF CONDITIONS OF EMPLOYMENT (THE CONTRACT OF EMPLOYMENT).

ONE Multi Academies Trust Safeguarding Statement

ONE Multi Academies Trust is committed to safeguarding children. We believe that children and young people should never experience abuse of any kind. We have a responsibility to promote the welfare of all children and young people, to keep them safe and to practise in a way that protects them. We expect that all staff, volunteers, outside agencies and service providers adhere to our policies and share in our commitment to safeguard all children in our care.

Person Specification

Category	Essential Criteria	Desirable Criteria
Qualifications	• GCSEs (Grade 4/C or above) including English and Mathematics. • Relevant Level 3 Qualification / Diploma in IT or equivalent practical experience.	• Industry certifications (e.g., CompTIA A+, Microsoft Fundamentals, Cisco CCNA). • ITIL Foundation qualification.
Experience	• Proven experience in a 1st/2nd line IT support role. • Hands-on troubleshooting experience with Windows OS, macOS, and mobile platforms (iOS/Android). • Experience maintaining desktop hardware, laptops, interactive displays, and printers.	• Experience working within a secondary school or multi-academy trust (MAT) environment. • Experience with educational software and MIS platforms (e.g., SIMS, Arbor, Bromcom).
Technical Knowledge & DfE Standards	• Good understanding of cloud platforms (Microsoft 365 / Google Workspace for Education). • Basic network awareness (TCP/IP, DHCP, DNS, Wi-Fi configuration). • Understanding of core DfE digital standards (Cyber Security, Filtering & Monitoring, Infrastructure). • Familiarity with basic cyber hygiene (3-2-1 backups, MFA, patch cycles, anti-malware management).	• Awareness of Cyber Essentials / Cyber Essentials Plus standards. • Experience auditing or reporting on web filtering logs and software flags.

Safeguarding & Inclusion	• Clear understanding of digital safeguarding duties under KCSIE (Keeping Children Safe in Education) and Prevent. • Strong commitment to child protection, pupil welfare, and equal opportunities. • Familiarity with built-in accessibility features in OS/office suites to support SEND pupils.	• Up-to-date Safeguarding / Child Protection training. • Practical experience supporting assistive technology for SEND pupils.
Personal Qualities & Ethos	• Respect for and commitment to upholding the Sikh ethos, culture, and universal values of The Khalsa Academy Wolverhampton. • Approachable, patient, and effective communicator when supporting staff and pupils. • Strong team player who takes direction well from the Senior Technician. • Proactive, problem-solving mindset with high attention to detail.	• Active interest in emerging educational and learning technologies.
Requirements	• Enhanced DBS check with Children's Barred List check (or willingness to undergo one prior to appointment).	