



IT Senior Support Technician

SCP 20 – 25 (£26,445 - £30,094)

- Start:** As soon as possible
- Contract:** Permanent, full time 37 hours per week (all year round)
Flexible or part time hours will be considered
- Location:** Chipping Sodbury School
- Closing date:** Wednesday 1 June 2022 at 12 noon.

The Athelstan Trust is a successful and growing Multi-Academy Trust consisting of five secondary schools in Wiltshire, Gloucestershire and South Gloucestershire. We currently employ over 600 people and educate 4,100 pupils and plan to expand further over the coming years.

If you are an experienced IT Technician looking for a fresh challenge, then we have just the opportunity for you. We are looking for a senior technician with proven experience to join our team and support our users in this role based at Chipping Sodbury School and working across all the Trust schools.

The ideal candidate will be:

- An excellent communicator
- Customer focused
- A team player
- Flexible and adaptable in your approach to work

With strong customer service skills, you will have a demonstrable track record in IT support. An understanding of supporting IT in primary or secondary education would be a considerable advantage, but not essential as long as you have the ability and desire to learn new systems quickly. You will need to support a variety of devices such as Windows computers, Windows Laptops, iPads, MFDs, Interactive whiteboards, Interactive TVs, plus systems such as Windows Server and Microsoft 365. A good knowledge of Active Directory, Group Policy and Microsoft 365 Administration would be highly desirable.

The IT Services team is committed to professional development, and it is a key priority to help you to gain skills and to improve our service. The structure of the IT Services team is designed to allow colleagues to progress their career as their skills develop.

The Trust has invested heavily in updating its IT infrastructure over the past few years including virtual server infrastructure at most sites, upgrading core switches and extending wireless networks, online backup systems, centralised managed printing systems. We also have an established refresh cycle of upgrading client devices.

Applicants are invited to send an application form together with a letter of application, no more than two sides of A4, outlining how your skills and experience make you a suitable candidate for this post. An application pack is available on the [Athelstan Trust's website](#)

The Athelstan Trust is an equal opportunities employer. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. The successful candidate will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check.

We are a flexible working employer and we are willing to make any reasonable adjustments you require during your interview so please ask us.

Caring, collaborative and excellent.

A charitable company limited by guarantee, registered in England & Wales, as The Athelstan Trust. Company No: 7699625