

GLF Schools - Job Description

Job Title	Senior Field IT Technician	Job Reference	
Base Location	Schools in Didcot & Banbury	Travel required	Y
Core purpose			
To provide high-quality onsite and remote IT support across multiple primary schools. The Senior Field IT Technician will play a key role in ensuring the stability, security, and effective use of technology to support teaching, learning, and operational functions. The postholder will act as the primary technician for a group of specified schools, providing expert support for staff, students, and school leadership teams while contributing to Trust-wide IT projects, infrastructure improvements, and service delivery initiatives. The role requires a proactive and customer-focused individual with strong technical troubleshooting skills, excellent communication abilities, and a commitment to delivering outstanding support in an educational environment. A friendly and professional manner is vital as this is a customer focused role, where you will act as an advocate to the solutions and services provided by GLF Schools.			
Key Responsibilities			
• Provide first, second, and limited third-line support for IT systems and services. • Diagnose and resolve hardware, software, network, and account-related issues. • Deliver onsite and remote support to staff and students across multiple primary schools. • Maintain service levels and ensure all incidents, requests, and changes are accurately logged within the IT Service Management system. • Provide timely updates and effective communication to end users throughout the lifecycle of support requests. • Escalate complex issues appropriately whilst maintaining ownership of the ticket. • Build positive working relationships with school leadership teams and staff. • Act as a trusted advisor on technology-related matters. • Provide guidance and basic training to staff on the effective use of IT systems. • Work collaboratively with colleagues across the wider IT team. • Maintain and contribute to documentation			
Main Duties			
Support and maintain a range of educational technologies including: • Windows desktop and laptop devices • Chromebook devices • Apple iPads (where applicable) • Interactive displays and classroom presentation systems • Printers and multifunction devices • Audio visual equipment • Staff mobile devices Assist with the maintenance and monitoring of the schools': • Wired and wireless networks • Internet connectivity • Switching infrastructure • Classroom technology systems • Network printing services • Server and cloud-based services			

• Microsoft Entra ID • Active Directory • Microsoft Intune • Google Admin Console
Cyber Security and Compliance
• Follow Trust IT security policies and procedures. • Support implementation of cyber security controls. • Assist with endpoint security management. • Respond to security incidents and escalate when required. • Promote good cyber security practices amongst staff and students. • Support compliance with DfE Digital Standards, GDPR, safeguarding requirements, and Trust policies.
Other
• Working hours are 36 hours per week • Working hours are those worked onsite and not spent travelling, this is expected as part of the role and has been reflected in the salary grade • Willingness to work flexibly to suit the needs of the schools and to work additional hours on occasion • Annual leave entitlement will be in line with current contract terms. Leave requests will be managed balancing the needs of schools across the region. • There will be a need to attend occasional training sessions and meetings with the wider IT team.
Safeguarding
• GLF Schools is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The successful candidate will have to meet the person specification and will be required to apply for a DBS disclosure. We particularly welcome applicants from under-represented groups including those based on ethnicity, gender, transgender, age, disability, sexual orientation or religion.