Job Description: Junior Onsite IT Technician

Reports to: Cluster IT Manager
Location: North London (multi-site working required)
Contract: Permanent
Pattern: Full Time (37.5 hours per week, shift rota between 07:00 - 18:00)
Salary: £26,000

About the role:

We are looking for a Junior IT Technician to join our IT Team to support the delivery of high-quality, customer-focused IT support across schools within the Ark IT service cluster. You will contribute to delivering IT support within your assigned schools, ensuring that incidents and service requests are progressed and resolved efficiently in line with agreed SLAs and KPIs.

This is a development role where you will gain hands-on experience, build technical capability, and work closely with Onsite and Senior Technicians to develop your skills while contributing to a consistent and professional IT service.

All support is delivered through approved service channels. You will work closely with Ark network IT teams and senior technicians to maintain system availability, resolve technical issues, and ensure a consistent and professional IT service is delivered across all supported locations.

Service Delivery Model:

- Ark operates a cluster-based IT support model, where IT staff are deployed across multiple schools to ensure consistent service delivery
- You will be assigned a primary base school, but will be required to support multiple schools across the cluster
- You may be required to work at different sites on a planned or ad hoc basis
- You may occasionally support schools outside your immediate cluster to maintain service levels
- All technical staff are expected to work flexibly to ensure appropriate IT support coverage and service levels are maintained across all schools

Service Hours & Coverage:

- Ark IT services operate shift pattern service hours between 07:00 and 18:00, Monday to Friday
- You may be required to provide early or late coverage depending on rota and service needs
- Flexibility is required to ensure appropriate service coverage across schools

Key Responsibilities:

Incident & Request Management

- Assess, log, categorise and prioritise incidents and service requests using the ITSM system
- Manage and prioritise tickets in line with agreed SLAs and processes, retaining ownership through to resolution, including where escalation is required
- Keep users informed throughout the ticket lifecycle, ensuring all actions, updates and communications are accurately recorded in the ITSM system
- Escalate issues appropriately where required

- Actively monitor and progress tickets assigned to other teams where required to support SLA delivery

Onsite Service Delivery

- Provide onsite IT support through approved service channels, reinforcing appropriate use of the ITSM platform with school employees
- Take responsibility for day-to-day IT operations and service standards onsite
- Maintain agreed service standards across all supported sites

Technical Support

- Diagnose and resolve a broad range of IT issues across end-user devices (Windows, macOS and ChromeOS), AV and classroom technologies, printers and peripherals, and wired and wireless connectivity
- Support core platforms including Microsoft 365, Active Directory and device management tools
- Work with senior technicians and Ark network teams on more complex issues where required

Asset & Lifecycle Management

- Maintain accurate asset register records
- Manage device deployment, replacement and disposal processes
- Arrange and coordinate hardware repairs under warranty
- Maintain appropriate stock levels of IT equipment

Service Standards & SLA Delivery

- Deliver IT support in line with agreed SLA and KPI targets, ensuring tickets are progressed and resolved within agreed timescales
- Proactively manage and prioritise workload to support service delivery across schools
- Identify risks to service delivery and escalate where support or reprioritisation is required
- Support continuous improvement by identifying recurring issues and contributing to service improvements

Project & Change Support

- Support delivery of IT projects including device rollouts, system upgrades and infrastructure changes
- Follow change management processes when implementing updates
- Assist with testing and deployment of new systems and services

Service Continuity & Flexibility

- Support IT service delivery across the cluster to maintain service continuity
- Provide onsite or remote support at alternative locations where required due to absence, increased demand or operational need

Working with Ark network IT Teams

- You will work closely with Ark's network IT teams to support effective service delivery
- **Service Desk Team** - Responsible for initial ticket logging, triage and first-line support. You will receive escalated tickets and provide feedback where improvements to ticket quality or triage can be made

- **Infrastructure Team** - Responsible for core systems, servers and network infrastructure. You will escalate issues where local resolution is not possible or where specialist support is required, while continuing to support ticket progression and communication
- **Cyber Security Team** - Responsible for IT security, monitoring and compliance. You will follow all security processes, ensure local compliance with policies, and immediately escalate any suspected security incidents in line with defined procedures
- **Systems Teams** - MIS platforms such as Bromcom, Arbor and ScholarPack are supported by dedicated specialist teams. You will direct users to the appropriate support route and avoid undertaking support outside defined responsibilities
- **Service Delivery Manager** - Responsible for overall service performance across clusters. Interaction will typically be via the Cluster Manager, with direct engagement where required

Person Specification: Junior IT Technician

Qualifications

- ITIL 5 Foundation qualification or motivated to work towards one

Knowledge & Skills

- Understanding of IT support in a multi-user environment
- Knowledge of data protection and information security principles
- Strong written and verbal communication skills
- Ability to maintain confidentiality and professionalism
- Strong customer service skills with the ability to communicate effectively with non-technical users
- Logical and methodical approach to problem solving
- Ability to manage workload across multiple sites and priorities
- Experience using an IT service management system
- Ability to diagnose and resolve IT issues independently
- Experience supporting IT systems including Windows, macOS, ChromeOS, Microsoft 365, Active Directory, Mobile Device Management, and networking fundamentals such as wireless, switching and connectivity troubleshooting
- Liaising with third party suppliers where required
- Ability to work effectively within a team environment
- Experience working within a school or Multi-Academy Trust environment
- Experience supporting AV and classroom technologies
- Understanding of ITIL-based service management practices

Personal Qualities

- Proactive and solution-focused approach
- Strong sense of responsibility and accountability for assigned work
- Flexible and adaptable to changing priorities and locations
- Ability to build effective working relationships
- Commitment to delivering high-quality customer service

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this link.

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this link