



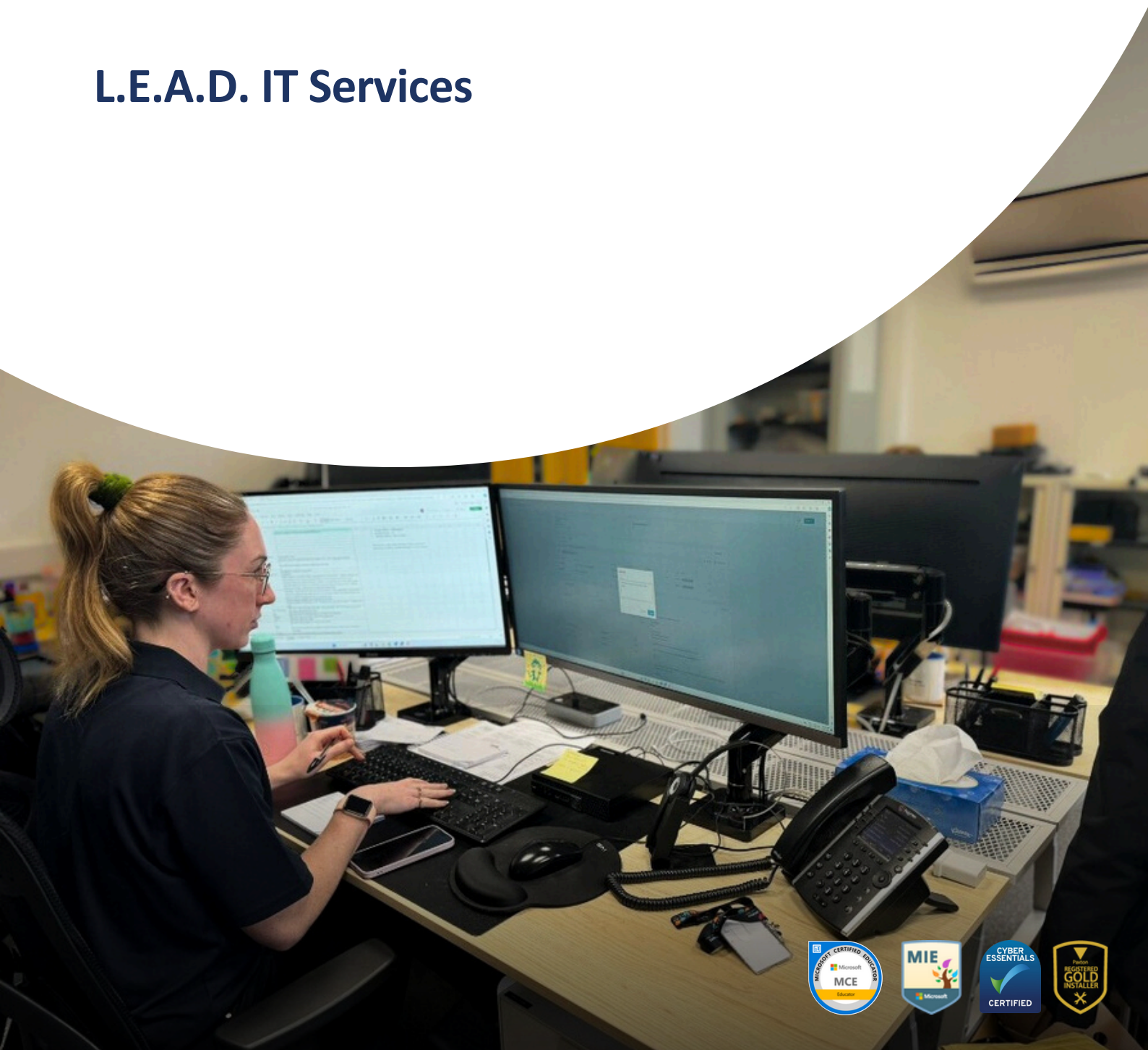
L.E.A.D. IT Services

Lead • Empower • Achieve • Drive

Candidate Information Pack

Senior IT Technician

L.E.A.D. IT Services





Welcome from the Director

We all know that people are the foundation of any great organisation. We would not be where we are today, without our committed employees and loyal customers. With over 15 years of working with hundreds of organisations, we have an end-to-end ICT Managed Service to ensure our clients are fully supported.

If you are ambitious, determined, energetic and passionate about IT and if you want to join us on our mission, then we look forward to receiving your application.

Lee Jepson, IT Director



About L.E.A.D. IT Services

Noel-Baker IT Services started in 2010 and was created as an entity of the school, Noel-Baker. Over the years, the business has continued to grow, as has the number of staff within the team.

In 2016, Noel-Baker joined L.E.A.D. Academy Trust and at this point the company changed its name to L.E.A.D. IT Services.

During 2017, the company expanded to more than 25 team members, supporting over 90 schools and businesses, ranging from nurseries to colleges to specialist schools.

We now have over 50 dedicated team members supporting in excess of 150 schools and businesses across the UK.

Our office is located in Pride Park, with convenient access to public transport. Spanning two floors, our spacious office offers a collaborative and friendly environment where you'll work alongside our welcoming and supportive team members. Many of our team have been with us from the beginning, while others have joined along the way, creating a diverse and dynamic group that's truly rewarding to be a part of.

When you join us, you'll enjoy an excellent benefits package, including a generous holiday entitlement that increases with length of service, access to discounted shopping, entertainment, and lifestyle schemes, and a competitive pension plan.



L.E.A.D. IT Services
4 Riverside Court, Pride Park, Derby, DE24 8HY

Our values



LEAD

We lead by example, setting the standard for excellence in IT services. We take the initiative to pave the way for technological innovation and progress in the industry.

EMPOWER

We empower our employees to reach their full potential, providing them with the tools, knowledge, and opportunities they need to excel. We believe that by nurturing their growth, we, in turn, empower our clients to succeed.

ACHIEVE

We are dedicated to achieving outstanding results for our clients. Our commitment to achieving excellence in every project, no matter the scale, drives us to deliver exceptional solutions and services.

DRIVE

We have a relentless drive to adapt and improve in a rapidly evolving tech landscape. Our determination to keep pushing boundaries, seeking new solutions, and staying ahead of the curve ensures our clients always benefit from the latest advancements in IT services.

Careers with L.E.A.D. IT Services

Working together to lead the highest outcomes for all.

Many of our staff have been with us since starting as junior members of staff or as apprentices. We are passionate about giving our team the skills and qualifications they need to succeed and move on to other roles within the company and the freedom to pursue their own interests within the field.

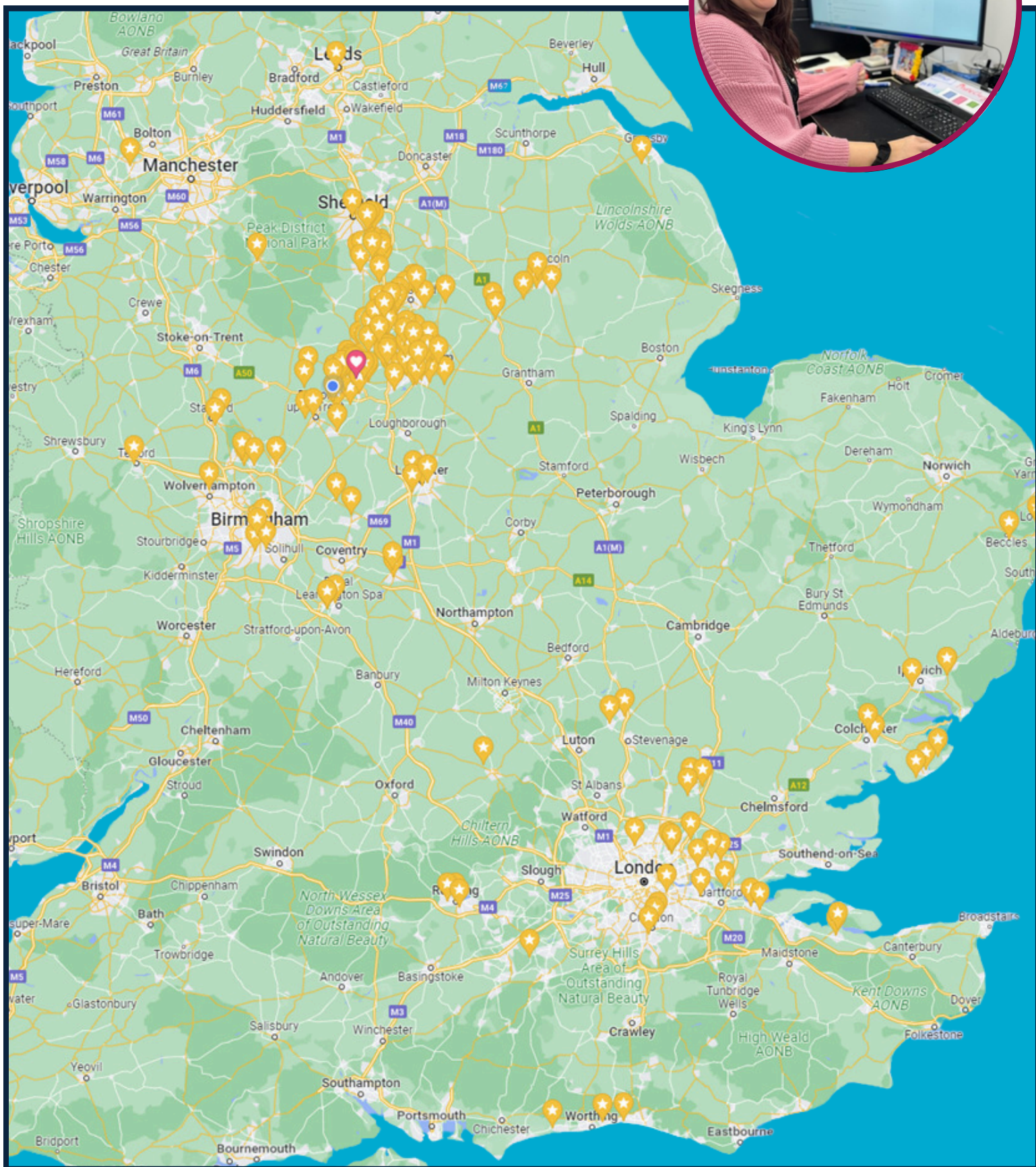
We believe in promoting from within wherever possible and are always looking for new and innovative ways to develop and motivate our staff, such as team away days, recognised online training qualifications and other team centered activities.

Employee feedback

"I love working for L.E.A.D. IT Services as everyday is different. I have gained customer service skills and developed my overall knowledge of IT."

"Joining L.E.A.D. IT Services means joining a team that values your dedication, rewards your success, and invests in you."





Benefits of being part of L.E.A.D. IT Services

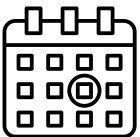


We recognise that successful people place value on a range of benefits associated with their careers, including receiving professional recognition, commensurate financial reward, job satisfaction, opportunity to innovate and a balanced approach to work and personal time. We place value on these aspects too.



Competitive salary

All roles (with the exception of apprentices) are subject to a minimum hourly rate, which is currently significantly above the National Living Wage amount. All our support staff roles are subject to a competitive 6-point salary range, allowing for progression within the role.



Enhanced holiday allowance

Staff benefit from an enhanced holiday allowance starting at 26 or 31 days, up to a maximum of 36 days. The allowance is dependent on the role and amount of service, increasing after 5 and 10 years' service. This is in addition to any Bank or Public holidays.



Online GP service

24/7 access to online GP consultations, providing advice, diagnosis, referrals, and ongoing support for all staff.



Flu vaccinations

Free seasonal flu vaccinations for employees who are not otherwise eligible, ensuring health and wellbeing.



CPD

Excellent CPD opportunities through established routes, supporting professional growth and career progression.



Employee Assistance Programme

Free 24/7 support for employees, offering counselling and resources for emotional, financial, and legal issues.



Free eye test

Free eye test every two years for regular computer users, reimbursed through expenses to promote wellbeing.



Travel expenses

Business travel expenses reimbursed at the HMRC maximum mileage rate to support staff travel needs.



Occupational Health

FREE services available to support employee well-being and promote a healthy work environment.



Access to discounts

Access to free staff discounts and cashback for a huge range of products.

Further information about our benefits can be found on the website.



Senior IT Technician

Location: L.E.A.D. IT Services

Salary: £39,153

Closing date: 26th August 2025

Interview date: 26th - 29th August 2025

Start date: TBC

Job Purpose

This role will be responsible for the delivery of IT services across the Trust and through L.E.A.D. IT Services to schools outside of the Trust. The Senior IT Technician will provide advanced technical support and assistance to schools and businesses. As a Senior IT Technician, you will play a crucial role in ensuring the smooth operation of IT infrastructure, implementing cyber security measures, managing hardware and software installations, and planning and executing technology deployments. This position requires in-depth knowledge of cyber security practices, strong technical expertise across multiple domains, and the ability to lead and mentor a team of IT professionals.

At L.E.A.D we have a strong vision and four core principles, to lead, empower, achieve and drive. These principles underpin the day to day culture for support to our academies.

Duties and Responsibilities

- Using previous knowledge and practical experience to provide advanced technical support and troubleshooting for hardware, software, networking, and cyber security-related issues in schools and businesses.
- Install, configure, and maintain computer systems, including desktops, laptops, servers, and peripheral devices.
- Implement cyber security measures, including firewalls, antivirus software, intrusion detection systems, and security policies, to safeguard systems and data.
- Conduct regular vulnerability assessments and penetration testing to identify and address potential security risks.
- Plan and execute hardware installations, ensuring compatibility, optimal performance, and adherence to manufacturer guidelines.

Duties and Responsibilities



- Perform software installations and upgrades, including operating systems, applications, and firmware updates, while ensuring compatibility and license compliance.
- Deploy and manage server infrastructure, including setup, configuration, maintenance, and capacity planning.
- Ensure software compliance by monitoring license usage, maintaining accurate records, and conducting periodic audits.
- Develop and implement device update and upgrade strategies, including patch management, firmware updates, and hardware refresh cycles.
- Develop and document deployment plans, standard operating procedures, and best practices to streamline IT processes and enhance efficiency.
- Stay updated on emerging cyber security threats, technologies, and industry best practices, and make recommendations for improvement.
- Maintain accurate inventory records of hardware, software, licenses, and warranties.
- Contribute to IT project planning, execution, and documentation, ensuring alignment with organisational goals and priorities.
- Assist in evaluating and implementing IT policies, procedures, and standards to ensure regulatory compliance and data protection.
- Participate in on-call rotations and provide after-hours support as needed.
- Diagnose and resolve advanced technical problems related to desktops, laptops, servers, networking equipment, printers, and other peripherals.
- Document and maintain detailed records of support incidents, including troubleshooting steps, resolutions, and user interactions, in the ticketing system. Ensure accurate and up-to-date documentation of technical solutions, known issues, and standard operating procedures.
- Adhere to established service level agreements (SLAs) and ensure customer satisfaction through timely and accurate issue resolution.
- Assist in the setup, installation, configuration, and maintenance of computer systems and peripherals.

Duties and Responsibilities



- Respond to service requests and incidents within agreed-upon service level agreements (SLAs), ensuring timely and effective resolution of technical issues.
- Continuously strive for customer satisfaction by providing exceptional support, effective communication, and a professional attitude.
- Document and maintain accurate records of technical issues, solutions applied, and actions taken in a helpdesk ticketing system.
- Adhere to IT policies, procedures, and standards, ensuring compliance with security protocols and data protection regulations.
- Keep up to date with industry trends and technological advancements, recommending improvements and innovative solutions to enhance client IT environments.
- Support the deployment and migration of IT systems, including data backup and restoration, system imaging, CCTV, Door Access Control, and software deployments.
- Assists with the recording of Assets and PAT testing of IT equipment.
- Continuously improve technical skills and knowledge through self-learning and professional development opportunities. Demonstrates a willingness to attend appropriate training and development courses.
- Follow best practices for equipment handling, including proper disposal and recycling of electronic waste. Including ensuring backups are working and perform data restores where required.
- Support with website and media development tasks such as video recording where required.
- Maintain inventory and asset management records, including tracking hardware and software licenses, equipment disposal, and replacement planning.

"Joining L.E.A.D. IT Services means joining a team that values your dedication, rewards your success, and invests in you. Together through innovation, we are shaping the future of education and making a positive impact on our students."

Dan - Senior IT Technician

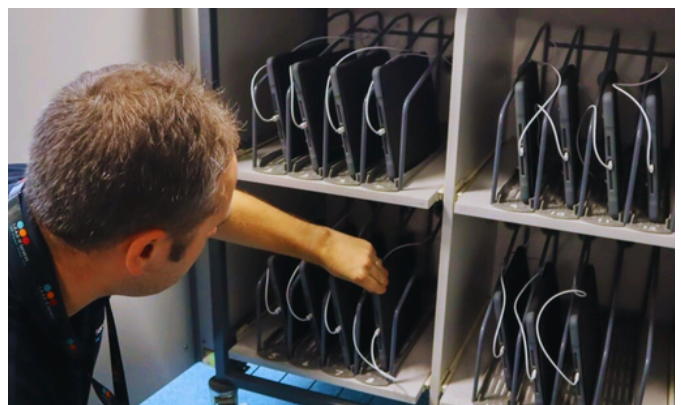
Influencing and Managing Relationships



- Collaborate with internal teams and stakeholders to plan and execute technology deployments, ensuring minimal disruption to business operations.
- Provide technical guidance and mentorship to junior IT technicians, assisting them with complex issues and fostering their professional development.
- Collaborate with vendors and external service providers to ensure effective resolution of technical issues and compliance with service level agreements.
- Collaborate with other team members to identify recurring technical issues and contribute to the development of knowledge base articles and documentation.
- Collaborate with internal teams, external vendors, and service providers to coordinate and resolve complex technical issues that require escalation or additional expertise.
- Supports any other reasonable duties within the overall function of the job as may be specified by the Director of IT.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities. Job descriptions are reviewed periodically and update from time to time in line with requirements.

The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment and individually take responsibility for doing so.



Person specification



The person specification listed below outlines the competences, knowledge and behaviour of candidates who would be suitable for this role. The criteria below provides guidance for the appointment of new staff. (E = Essential criteria, D + Desirable criteria).

Qualifications and Attainments	Desirable criteria
	<ul style="list-style-type: none">Studied to a minimum standard of GCSE (grade A* - C), or equivalent, in English and MathsBachelor's degree in computer science, information technology, or a related field; relevant certifications (e.g., CompTIA Security+, CISSP) are highly desirable.

Skills and Knowledge	Essential criteria	Desirable criteria
	<ul style="list-style-type: none">Strong technical knowledge of hardware installations, software installations, server deployments, operating system upgrades, and deployment planning.In-depth understanding of cyber security practices, including threat detection and prevention, vulnerability management, and incident response.Experience with network security technologies, such as firewalls, intrusion detection systems, and secure remote access protocols.Proficiency in deploying and managing server infrastructure, including virtualization technologies (e.g., VMware, Hyper-V).Excellent problem-solving and troubleshooting skills, with the ability to diagnose and resolve complex technical issues.Effective communication and interpersonal skills, with the ability to interact professionally with clients, end-users, and stakeholders.	<ul style="list-style-type: none">Continuous Learning: Willingness to stay updated on the latest technology trends and advancements through self-learning and professional development opportunities.Project Management: Ability to coordinate and manage technology deployments, migrations, and projects.Scripting and Automation: Understanding of scripting languages, such as PowerShell or Python. Experience in automating repetitive tasks and processes to improve efficiency.Remote Support: Familiarity with remote support tools and techniques to assist users remotely.Server Administration: Understanding of server administration tasks, including setup, maintenance, and basic troubleshooting.IT Service Management (ITSM): Familiarity with ITSM frameworks, such as ITIL. Knowledge of IT service management tools and processes, including incident management, change management, and problem management.

Person specification



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Skills and Knowledge	Essential criteria	Desirable criteria
	<ul style="list-style-type: none">Equipment Installation and Configuration: Proficiency in setting up and configuring computer systems, peripherals, and network devices.Mobile Device Support: Knowledge of supporting mobile devices, such as smartphones and tablets, including configuration and troubleshooting.	<ul style="list-style-type: none">IT Governance and Compliance: Understanding of IT governance frameworks and industry regulations (e.g., GDPR, HIPAA). Experience in implementing and maintaining IT compliance measures.
Experience	Essential criteria	Desirable
	<ul style="list-style-type: none">Proven experience as a Senior IT Technician or similar role, supporting schools and businesses with a focus on cyber security and technical infrastructure.Software Installations: Experience in installing, configuring, and upgrading operating systems, applications, and software packages. Familiarity with software deployment tools and techniques, ensuring compatibility and license compliance.Server Installations: Proficiency in deploying and managing server infrastructure, including server hardware, virtualization technologies, and server operating systems. Knowledge of server configurations, backups, security, and performance optimization.Operating System Upgrades: Experience in planning and executing operating system upgrades, including migration strategies, compatibility testing, and user data migration. Knowledge of operating system deployment tools and methodologies.Experience with ticketing systems and remote desktop support tools is preferred.Application/Software Experience: Office Suite, Office 365, Anti-Virus, Gmail, Adobe.Operating System Experience: Windows 10, Windows 11, Windows Server 2016, 2019, 2022, VMware, Ubuntu, macOSExperience with server administration, Active Directory, and virtualization technologies (e.g., VMware, Hyper-V) is desirable.	<ul style="list-style-type: none">Cloud Technologies: Experience with cloud platforms, such as Microsoft Azure, Amazon Web Services (AWS), or Google Cloud Platform (GCP). Familiarity with cloud services, virtual machines, storage, and networking in the cloud.

Person specification



The person specification listed below outlines the competences, knowledge and behaviour of candidates who would be suitable for this role. The criteria below provides guidance for the appointment of new staff. (E = Essential criteria, D + Desirable criteria).

Experience	Essential criteria
	<ul style="list-style-type: none">Cloud Technologies: Experience with cloud platforms, such as Microsoft Azure, Amazon Web Services (AWS), or Google Cloud Platform (GCP). Familiarity with cloud services, virtual machines, storage, and networking in the cloud.
Personal Attributes	Essential criteria
	<ul style="list-style-type: none">Strong leadership abilities, with experience mentoring and guiding junior IT technicians.Proven ability to manage multiple priorities, work under pressure, and meet deadlines.Time Management: Ability to prioritize tasks, manage workload, and meet deadlines in a dynamic field environment.Excellent problem-solving and analytical skills, with the ability to think critically and propose innovative solutions.Ability to work independently and as part of a team, demonstrating a proactive and positive attitude.
Additional Requirements	Essential criteria
	<ul style="list-style-type: none">This role is subject to an enhanced DBSHold a driving licence and have access to own vehicleWillingness to travel to various client locations as required.Flexibility to work occasional evenings or weekends to provide support during critical periods.



How to apply

Closing date: 26th August 2025
Interview date: 26th - 29th August
Contact email: jobvacancies@leaditservices.co.uk

Please send a completed application form and covering letter explaining your interest in the role and how you meet the person specification to the email above.

Applications will be reviewed upon receipt, therefore shortlisted candidates may be contacted in advance of the closing date.

L.E.A.D. Academy Trust is committed to safeguarding and promoting the welfare of children and young people and we can expect all staff and volunteers to share this commitment. This post is subject to an enhanced DBS check.

For an informal, confidential discussion about this opportunity, or to book a visit to meet the staff, please email jobvacancies@leaditservices.co.uk

For more information please visit our website <https://www.leaditservices.co.uk/>



About the Trust

We are proud to be part of L.E.A.D. Academy Trust.

L.E.A.D. Academy Trust was established by Diana Owen, CBE in 2011 using her considerable experience as an executive headteacher, National Leader of Education, Primary Strategy Consultant Leader, coach and mentor.

The Trust comprises 24 primary and 3 secondary academies across the East Midlands. All academies strive to achieve the highest standards of behaviour and conduct while providing outstanding teaching and learning.

Our values

The acronym L.E.A.D. embodies the four key principles at the heart of the Trust: strong leadership at every level; empowering everyone to aim high; providing the opportunity for all to achieve and constantly driving for improvement.



Lead



Empower



Achieve



Drive

"We are determined to bring about change and improvement to educational standards in the region by appointing visionary leaders who believe in the Trust's vision and values and are committed to making a tangible difference to the lives of children and young people."

Diana Owen, CBE Trustee and Chief Executive of L.E.A.D. Academy Trust.



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Primary
Academies



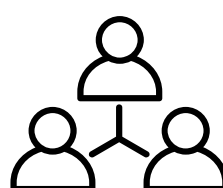
03

Secondary
Academies



05

Geographical
Regions



11,500

Pupils



1,650

Staff



L.E.A.D. IT Services

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L.E.A.D. IT Services
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