



Digital Technician

Reporting to:	Assistant Principal
Start Date:	As soon as possible
Location:	Ark Boulton Academy, Golden Hillock Road, Birmingham, B11 2QG
Contract:	Permanent
Working Hours:	Full time
Salary:	Ark Support Band 6, point 8 to 19(£26,824 - £32,061)
Closing Date:	Monday 2 nd November 2026 at 10am

Role

To manage the academy's student laptop programme and provide day-to-day digital and technical support to staff and students. The postholder will maintain accurate asset and repair records, support the distribution and maintenance of devices, oversee printing and reprographics, support academy social media, and liaise with IT teams, suppliers, staff and parents to ensure digital resources are reliable, secure and effectively managed

Key Responsibilities

Asset Management & Laptop Provision

- Maintain accurate laptop asset records across Bromcom, Excel and AdamApp, including serial numbers, stock levels and student allocations.
- Regularly audit records to identify and resolve discrepancies across systems.
- Coordinate the allocation, distribution and collection of student laptops and headphones.
- Manage loan devices and laptop trolleys, ensuring equipment is charged, organised, recorded and ready for use.

Repairs, Maintenance & Reporting

- Assess damage, log repairs and end-of-life devices with IT, and monitor cases through to resolution.
- Liaise with parents regarding damaged, lost or replacement devices, associated charges and externally arranged repairs.
- Produce reports on laptop allocations, stock, repairs, outstanding payments and identified issues.
- Maintain accurate records in accordance with academy policies and data protection requirements.

Printing & Reprographics

- Oversee day-to-day printer and reprographics operations, logging faults and liaising with engineers or suppliers where required.
- Monitor and replenish printing consumables, including toner and paper.
- Support bulk printing, photocopying and document preparation for departments and academy events.

Social Media

- Create and schedule content for academy social media channels under appropriate supervision and in line with academy expectations.
- Maintain regular posting schedules aligned with the academy calendar.

Technical & Digital Support

- Provide day-to-day technical support to staff and students, resolving hardware, software, connectivity and equipment issues.
- Configure, maintain and troubleshoot computers, laptops, tablets, printers, interactive displays and other digital equipment.
- Support software and device setup and updates in line with academy procedures and central IT guidance.
- Escalate complex technical issues to the appropriate IT support team.

Teaching, Learning & Operational Support

- Ensure classroom technology and approved digital resources are available and functioning effectively.
- Support staff and students with approved digital platforms and applications.
- Set up and test equipment for lessons, meetings, examinations, presentations and academy events.



- Support staff onboarding and departures by preparing, issuing and recovering IT equipment.
- Liaise with central

Digital Safety & Information Security

- Follow academy and Trust requirements relating to IT security, data protection, acceptable use and safeguarding.
- Promote safe and responsible use of digital technology and escalate online safety concerns appropriately.
- Support secure management of devices, access permissions and confidential information.
- Ensure IT equipment is appropriately handled, stored and disposed of.

Person Specification

Qualifications

- GCSE English and Mathematics at Grade 4/C or above, or equivalent.

Knowledge, Skills & Experience

- Good working knowledge of IT equipment, digital systems and Microsoft Office applications.
- Strong organisational, administrative and problem-solving skills.
- Ability to maintain accurate records and manage competing priorities.
- Confident communicating with staff, students, parents, suppliers and external providers.
- Understanding of data protection, safeguarding and information security within a school environment.
- Understanding of social media platforms and content management.
- Experience of school-based IT, device or asset management would be desirable.

Behaviours

- Organised, proactive and solution-focused.
- Approachable and committed to excellent service.
- Calm under pressure and able to prioritise effectively.
- Strong attention to detail.
- Collaborative, discreet and professional.
- Committed to supporting an outstanding educational environment.

