



ROLE SPECIFICATION

IT Support Technician

For start no earlier 1st August

Context

Morrison's Academy is a friendly, family-oriented day school in the heart of rural Perthshire. Generations of Morrisonians have benefited from the school's rich blend of academic, artistic and sporting experiences, going on to make their mark on the world as Olympic athletes, ground-breaking scientists, award-winning actors, adventurers, politicians and professionals. Our long tradition of academic success in boys and girls from 2 to 18 continues today with a contemporary Scottish curriculum and a programme of independent, child-centred learning that builds emotional intelligence, creativity and life skills, and encourages every child to strive for their highest. Our school roll of 550 young people and over 120 staff are all active members of the local community, and we all know and support one another, working together as a team to put pupils and parents first. We embody this culture in everything we do, delivering excellence in teaching and nurturing the individual to encourage every child to flourish.



The School is committed to our programme of ongoing development and modernisation. Our cutting-edge Nursery sets the standard for excellence at our main campus in the centre of Crieff, and our newly-completed all-weather pitch allows year-round matches and training at our off-site outdoor sports campus. There is also a detailed plan of redevelopment and restoration to the school's magnificent original buildings, erected when the school was founded in 1860.



Our young people are a delight to teach, and the staff and governors are helpful and supportive. Crieff is a vibrant community in a beautiful part of the country, at the gateway to the Highlands and in easy reach of the Central Belt. The Morrison's family is friendly and progressive; we have high expectations of one another and the confidence to encourage innovation.



We are committed to the career-long professional learning of all our staff. Our programme of Performance Reviews and generous CLPL budget promotes continuous improvement within and beyond the classroom, with plenty of scope for colleagues to pursue interests and specialisms.

Role

The IT Support role is responsible for the day-to-day running of the school's IT services and systems. The postholder will help ensure that technology across the school is reliable, secure, and running smoothly, while also supporting the development and improvement of systems where needed.

Working as part of the IT team, this role involves close collaboration with colleagues to support teaching, learning, and the wider operations of the school. The postholder will provide front-line support to users while also assisting with the administration and maintenance of core systems and infrastructure. The role includes supporting the delivery of digital assessments, including the setup and management of secure assessment environments to ensure systems are prepared, reliable, and meet school requirements.

The ideal candidate will be well organised and confident in supporting a range of users. They will take a proactive approach to resolving issues, remain flexible when handling different challenges, and communicate clearly and effectively to meet the needs of both staff and students.

Qualifications

Essential:

- Strong interpersonal and communication skills, with the ability to support staff and students clearly, patiently, and professionally
- Good organisational and administrative skills, with the ability to prioritise and manage multiple support requests effectively
- Solid numeracy and literacy skills, with attention to detail in documentation, ticket updates, and reporting
- Experience in an IT support role, ideally including exposure to both first-line and some second-line support
- Strong diagnostic and troubleshooting skills across common hardware, software, and basic network issues
- Hands-on experience installing, configuring, and maintaining IT equipment, including desktops, laptops, and peripherals
- Experience supporting core systems such as Windows operating systems, Microsoft Office, and Google Workspace for Education
- Familiarity with using an IT service desk / ticketing system to log and manage incidents and requests

Desirable:

- Relevant IT support certification (e.g. CompTIA A+) or HND (or equivalent) in an IT-related discipline
- Experience working in an educational environment, supporting staff and/or students
- Experience supporting or setting up secure digital assessments or examinations
- Basic awareness of Microsoft Server environments (e.g. Active Directory, user account management)
- Understanding of data protection and the importance of safeguarding in an education setting

Reports To

Chief Operating Officer

Core Tasks

IT Support and Help Desk Services

- Provide responsive, user-focused IT support to staff, pupils, and parents, resolving a wide range of day-to-day technical issues
- Manage and prioritise help desk requests, ensuring timely updates and clear communication with users
- Escalate more complex issues to senior IT staff or external providers as required, following through to resolution
- Set up, configure, and maintain end-user devices, including desktops, laptops, peripherals, and classroom AV equipment
- Support staff and students during lessons, examinations, and school events, ensuring systems operate reliably
- Assist with onboarding new staff and pupils, providing guidance on school systems and tools

IT Asset and Vendor Management

- Maintain accurate records of IT assets and inventory
- Assist with procurement, setup, and tracking of hardware and software
- Document procedures, fixes, and user guidance to support consistent service delivery

Digital Assessments and Secure Environments

- Lead the technical setup and preparation of digital assessment environments
- Configure user access, devices, and system restrictions to support secure and reliable assessments
- Work with teaching staff and senior IT colleagues to ensure assessment requirements are met
- Provide on-site support during assessments, resolving issues quickly to minimise disruption

Systems Administration and Infrastructure

- Assist with user account management, including account creation, access, and permissions (e.g. Active Directory, Google Workspace)
- Support the maintenance of Windows environments, including updates, patching, and basic server tasks
- Assist with software deployment and device configuration
- Support device management platforms (e.g. MDM for Apple devices)
- Carry out basic network troubleshooting (e.g. connectivity, Wi-Fi, and port issues)
- Work with senior IT staff on maintaining and improving IT infrastructure

Additional Tasks (in support of Network and Cyber Security Engineer)

Cybersecurity and Data Protection (Operational Support)

- Follow and support school IT security and data protection policies and procedures
- Assist in maintaining endpoint protection and security systems
- Promote good security practices among staff and students (e.g. password security, phishing awareness)
- Identify and escalate potential security issues or incidents

- Act as part of the school's cyber incident response team, supporting investigation, containment, and recovery activities in line with agreed procedures

IT Projects and System Development

- Assist with IT projects such as hardware rollouts, system upgrades, and new implementations
- Support testing and deployment of new systems and tools
- Contribute ideas to improve IT services and user experience across the school
- Support the implementation of new systems/modules in line with school requirements.

This role specification is intended to convey a broad outline of the position and responsibilities. It is not definitive and will be mutually reviewed on a biennial basis as a normal part of the quality assurance process.

Hours of Work

Minimum 28 hours / Maximum 35 hours per week, typically worked between 08:15 and 16:45, with core hours being 08:20 to 09:00 to support peak demand.

Flexibility will be required to meet the demands of the role, particularly during busy periods such as examinations, school events, or planned IT system upgrades. Occasional evening or weekend work may be required to ensure system stability and support during critical times.

Leave Entitlement

Leave should normally be scheduled during school holiday periods to minimise disruption, unless otherwise agreed with the Senior Leadership Team.

Salary Scale

Salary will be linked to a Point on Morrison's Academy Operational Staff Pay Scale depending on experience.

What is it like to work at Morrison's Academy?

Teacher of Modern Foreign Languages - Sam Thiel joined Morrison's Academy August 2022

"Ever since I first entered the beautiful school grounds on the morning of my interview, the stunning scenery and family feel at Morrison's Academy have never ceased to amaze me. Having worked with young people in different countries and a variety of educational settings I wanted to take the next step in my teaching career in an ambitious and innovative school. While I must admit that the thought of transitioning to the independent sector and joining a school with such a long tradition of academic success may have been daunting at first, I am grateful for all the amazing opportunities I have been given and for the fantastic pupils and colleagues I have been working with since I started teaching at Morrison's Academy in 2022.

The strong connections with my students and their curiosity as well as the inspiring commitment of my colleagues and how much they care about our pupils make a real difference in my work as a teacher. When you speak to our students and staff, you will sense that the school values at Morrison's are not just words on our walls but what we aim to be. Our pupils are always striving for the highest, and the small class sizes and excellent equipment in our school allow me to fully support them in achieving their potential and in developing as people. I can inspire their love for languages in my lessons, build meaningful relationships with them during Form Time, provide individual support as a mentor, and get involved in the wide range of co-curricular activities we offer to help pupils develop their interests and talents - all while continuing my own professional development and contributing to the development of our school, e.g. in the Pioneer Teachers and our Teaching

& Learning Groups. By organising our exchange with a German school I can also show my pupils where I grew up and how languages help them experience different cultures and meet new people!

Having moved to nearby Stirlingshire and enjoying the scenic drive to Crieff every day, I can honestly say that Morrison's has become my new home away from home, and if you are also looking for a school which blends history with vision and tradition with innovation and where you can work with wonderful pupils and amazing colleagues, joining Morrison's Academy will certainly be the perfect opportunity for you to thrive inside and outside your classroom."

**Alex Wylie, Head of Geography, Teaching and Learning Coordinator
Joined Morrison's Academy August 2010**

"I joined Morrison's back in 2010 after having spent my career working in urban schools in both London and Glasgow. It is fair to say that the location of this school makes it the polar opposite to the environments I was used to working in. The setting of this school is spectacular and is very much woven into the fabric of the life of this school. Our setting affords staff and students the opportunity to engage in a wide range of activities not available to those in urban settings and our clubs and social activities reflect this. I myself now run a range of academic focused field trips that make use of this setting but more than that I have the opportunity to take a running club out into the hills every week. The wider life of our school reflects this rural setting as all staff are afforded the freedom to pursue their personal interests through engaging in our co-curricular programme.

Another aspect of life at Morrison's that quickly struck me was the interconnections between our Primary and Secondary and within my first week, I was working with Primary classes and colleagues either in my role as a

Geography teacher or as part of our Learning for Life Program. As a consequence of this, our younger students already know the senior school and its teachers before they even move up.

The final aspect that you quickly become aware of at Morrison's is the range of opportunities you get as a staff member to develop your practice, especially important for those interested in career development. Whole school policies are often directed by staff members and developments are widely consulted on with working groups meeting regularly to drive forward school initiatives. This gives staff the opportunity to engage in leadership as well as develop their own practise. This is supported by a thriving Teaching and Learning development group that helps steer pedagogy in our school as well as a Pioneer Teachers group that engages in reading around key themes in education. Where I work and the young people I get to work with everyday is why I am still here after 13 years."

Emma Hamilton, Teacher of Art, Joined Morrison's Academy August 2020

"I arrived to teach at Morrison's in perhaps the most challenging of times, literally thrown into online teaching as the pandemic hit. I immediately felt part of Morrison's "family" despite the difficult circumstances as in a tight knit small school, there is a great sense of community and collegiate support. Speaking from the experience of teaching in a number of state schools, the other difference which was marked for me was classroom behaviour and being able to share the enjoyment and knowledge I have of my subject with pupils who are keen and eager to learn."

Katy Grassick, Teacher Assistant Primary joined Morrison's Academy in February 2017

"Morrison's Academy has given me the opportunity to train and progress in my role, beyond what I had ever expected when I first accepted a job here. Our school instantly has the feel of a small community from the moment you first walk through the gates. Our families are keen to be active in their children's schooling and are delighted to be involved in any way that they can. I work within a kind, supportive team who are always

willing to share their experience and knowledge. We all aspire to give these incredible children an excellent education in the classroom and prepare them for life beyond Morrison's Academy. Everyday I am inspired by my colleagues' teaching and everyday is full of variety and fresh challenges. Most of all, I am lucky to be involved in educating children who are filled with such wonder and joy at learning. The children are at the heart of everything we do at this school.”