



North East
Learning Trust

IT Technician Applicant Information Pack

IT Technician

Permanent

Required as soon as possible

37 hours per week, Non term time contract
Grade 5 - £26,403 to £27,254

Churchill Community College is currently working closely with the North East Learning Trust and is seeking to appoint an IT Technician to work with our existing IT Manager to support the school in all aspects of IT. This will include care and maintenance of computing, audio, visual, printing and telephony equipment.

Churchill is a caring, friendly and inclusive school that is driven by a clear focus on learning and a desire to develop high aspirations in our students. Churchill is a loyal and close-knit community school where individuality is valued and where tolerance, acceptance and inclusiveness run deep.

Our vision is that every child experiences excellence every day.

We are committed to:

- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued
- A supportive and effective governing body

We will offer you:

- National Terms and Conditions of Employment
- Access to Local Government Pension Scheme
- Up to 1 day paid leave for staff wellbeing
- Free on-site car parking
- 25 days holiday (increasing to 29 days after 5 years service), plus 8 days public holidays.

The successful candidate will:

- Have excellent knowledge of IT solutions including hardware and software
- Be proactive and self-motivated.
- Have highly developed communication, organisational, negotiation and interpersonal skills.

Deadline: 9am on Friday 9th January 2026

How to apply:

Application packs can be downloaded from our website.

Completed application forms should be returned to recruitment@churchillcc.org. You can, if you wish, submit a covering letter to support your application; please do not submit a CV unless it is to complement your application form.



Job description

Post title: ICT Support Technician
Responsible to: ICT Manager
Salary Band: Grade 5, SCP7 – SCP9 (£26,403 - £27,254)

Job Purpose:

To provide technical support, advice and guidance to users; assisting in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment whilst supporting staff as required.

The role is predominantly local 1st and 2nd line support, assisting senior technical staff as required.

Duties and Responsibilities:

- Basic end user orientation, desktop and application use as well as cloud services as required
- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system
- Support end users and their associated accounts/data
- Provide general support for end user devices & printers
- Maintain print devices and queues, escalating maintenance issues with supplier
- Update policies as required using change control
- Monitor devices to ensure AntiVirus/Updates/Firewall etc. health
- Monitor WebFilter/Firewall effectiveness and general health by routine testing
- Monitor UPS system and perform battery checks
- Ensure wireless connectivity is working as designed by performing regular connectivity and throughput testing
- Update asset system as appropriate to track old/new equipment, moves/allocations etc.
- Test and triage AV solutions ranging from a single projector/IWB to multi display/multi source systems
- Test and maintain end user devices and facilitate any required relocations or end of life processes
- Contribute towards and assist with ongoing school-based projects

General

- Be an ambassador for the IT service and adopt a can-do approach to support schools.
- Work in compliance with the Codes of Conduct, regulations and policies of Churchill Community College, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards
- Be aware of, and comply with, policies and procedures relating to child protection, health, safety and security.
- Confidentiality and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure equal opportunities for all.
- Contribute to the overall ethos/work/aims of the school.
- Appreciate and support the role of other professionals.



- Attend and participate in relevant meetings, as required.
- Participate in training and other learning activities and performance development, as required.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety:

It is the responsibility of individual employees at every level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes co-operating with the school and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager
- To ensure own safety and safety of all others who may be affected by the school's business.

Safeguarding

Churchill Community College has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the school's policies and procedures, attend appropriate training, inform the Designated Safeguarding Lead (DSL) of any concerns, record any potential safeguarding incidents appropriately.



Person specification

IT Technician

	Essential	Desirable
Education/training	<ul style="list-style-type: none"> • 5 GCSE qualifications grade 9-4 / A-C (or equivalent) • Demonstrable commitment to personal professional development 	<ul style="list-style-type: none"> • L3/4 Qualification in ICT • Applicable vendor certification i.e. CCNA, MCSA, CompTia+
Experience	<ul style="list-style-type: none"> • Previous experience within an ICT support role • Experience of providing advice and guidance to users in their use of ICT • A demonstrable understanding of Windows based environments • Confident with all aspects of client-side operating systems, network drives/printers 	<ul style="list-style-type: none"> • Experience of ICT support within education, including: • ESS SIMS • Microsoft Windows 10/11 • Windows server 2012 - 2022
Aptitude and skills	<ul style="list-style-type: none"> • Excellent communication skills with the ability to use non-technical language • Excellent customer care skills • Troubleshooting problems at various levels • Ownership of tasks through to root cause • Excellent organisational skills with the ability to plan and organise time effectively, to manage and meet tight deadlines • Good time management 	
Personal qualities	<ul style="list-style-type: none"> • Self-motivated and enthusiastic • To work within a team as well as work on own initiative • Ability to work flexibly and outside school hours if the need arises • Commitment to the highest standards of child protection & understanding of safeguarding responsibilities • Commitment to equal opportunities 	



References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

DBS:

Churchill Community College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.

Pre-occupational health:

Pre-occupational health check is an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

Equal opportunities:

We are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the community.

Applicants with disabilities will be granted an interview if the essential job criteria are met.

