

Active
Learning
Trust

Candidate Pack
IT Technician
February 2026



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Dear applicant

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Thank you for your interest in joining the Active Learning Trust. I know that choosing where to build your career is a big decision, and before I share the details of the role, I want to tell you why this is such a special place to work.

At ALT, we do things differently. We are a values-led organisation that believes our people are our greatest strength. We invest deeply in the adults who work with us, because when we help our colleagues grow, our pupils thrive. Ours is a community built on trust, care and ambition – where every member of staff is encouraged to discover their strengths, take opportunities, and know that their work is shaping brighter futures for the children in our care.

We don't see education as just a system; we see it as a moral mission. Every day, our staff bring energy, compassion and commitment to their roles, united by the belief that every child deserves the very best. We stand alongside you with high expectations, professional development, and unwavering support so that together we can achieve extraordinary things.

If you share our values and our passion for making a difference, we would be delighted to hear from you. I look forward to the possibility of welcoming you into our Trust – a place where people matter, potential is nurtured, and purpose drives everything we do.

With warm regards,



Lynsey Holzer
Chief Executive Officer

Active Learning Trust

Overview

Our multi-academy Trust was originally established in 2012 and is currently made up of 1,600 staff across 19 schools in Cambridgeshire and Suffolk, serving nearly 8,500 young people and their families. Our shared Trust mission of delivering excellence to ensure our young people can thrive and prosper is at the heart of everything we do.

Our trustees fulfil their duties through our Trust Leadership Team, which includes our central team and school leadership teams, working together as one unified organisation with joint accountability. We have an established central team that is not only knowledgeable but also driven by an imperative to deliver the very best for the young people in our care.

At Active Learning Trust, we are restless for excellence and improvement so that our children can thrive and prosper. Deeply rooted in the heart of our communities, people choose to join our trust because we make a difference. We explore the art of the possible to find the right solutions for our children, our people and the wider education sector.

Our Team

Our team is made up of experts across all specialist areas, including education, finance, HR, communications and marketing, estates, governance, procurement, data and IT. Their skills allow us to deliver shared savings and, more importantly, provide essential services to schools, enabling school-based leadership to focus on improving outcomes for pupils in the broadest sense.

- We know our schools exceptionally well and we offer both honest reflection and evaluation of our strengths and areas for improvement.
- We have clear and appropriate plans for continuing to improve the quality of education and pupil achievement.
- We encourage and celebrate the individual characteristics of each of our schools and provide them with a good balance of autonomy central oversight and accountability.

Our Values

At the heart of our Trust are five core values that shape our culture and guide every aspect of our work. They influence our interactions, decisions and strategic direction, and they unite our school communities.



Active Learning Values



I aspire, we achieve



We're curious, creative and bold



A family, not a house share



Comfortable being candid



Humour, humility, humanity



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ALT has put a lot of work into developing genuine shared values which you can see starting to come through all the schools. This feels very powerful. Despite the geographical distance between schools, there is real sense of the greater good with school leaders constantly supporting one another where needed. It is a particular privilege in my role to be able to identify and spread excellent classroom practice from school to school. People in this Trust are happy, and there is a widespread feeling of exciting times ahead.

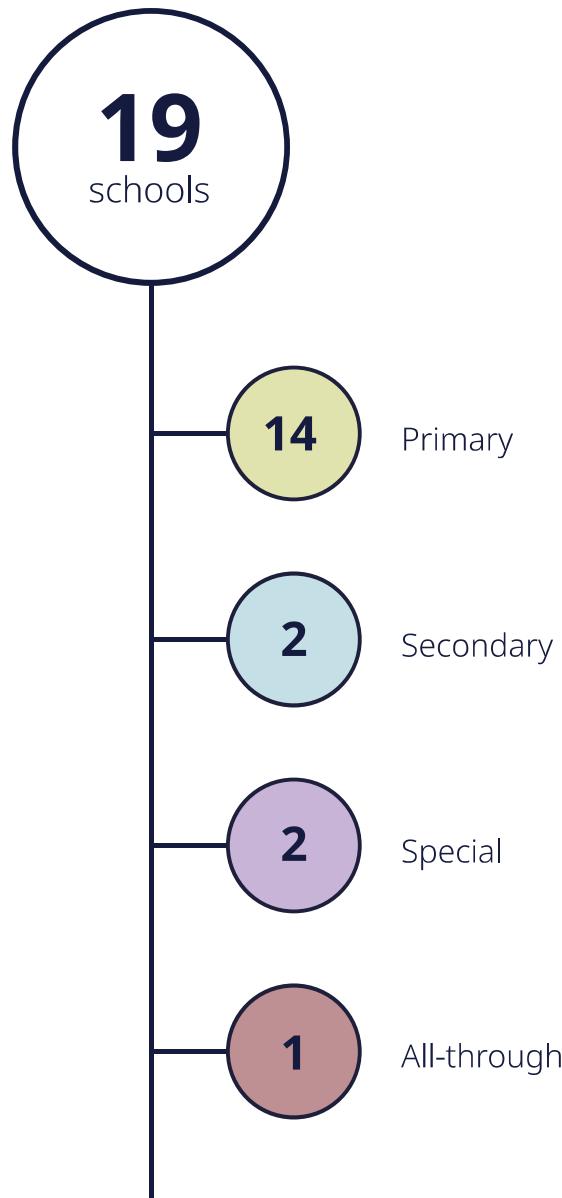
Lisa Corby
Academy Improvement Lead

Our Schools

Active Learning Trust encompasses 19 schools – eight in Cambridgeshire and 11 in Suffolk – including two special schools, two secondary schools, one all-through school and 14 primary schools. Of these, one special school and four primaries converted to academy status, while the remaining 13 operate as sponsor-led academies. Four of our schools opened as new establishments, gradually increasing their pupil intake year by year.

Our schools fall naturally into three designated geographical sub-regions – Ipswich, the Lowestoft area, and mid Cambridgeshire. This allows the Trust to apply so-called 'hub' level school-to-school support and collaborative working along with other mutually supportive arrangements. The synergy this creates has become a key way of working for Active Learning Trust teams and continues to develop further over time.

- The proportion of disadvantaged pupils in the Trust is above that found nationally.
- The proportion of pupils with an Education Health Care Plan is in line with national averages.
- The proportion of our pupils with Special Educational Needs and/or Disabilities and who speak English as an additional language are below national average.



Job Vacancy

IT Technician

Join our team and power the future of learning through technology!

The Active Learning Trust is looking for a motivated IT Technician to join our Central Team. You will be based at Chantry Academy. This is an exciting opportunity for IT professionals who are passionate about supporting schools and enhancing education through technology. We place a strong emphasis on professional development, offering access to training, certifications, and opportunities to grow your career within a dynamic educational environment.

Summary of Key Responsibilities

- To provide a professional first line technical advisory and diagnostic support service to within a Service Desk environment during the service window.
- To assist the Senior IT Technician by carrying out reasonable requests for additional duties as and when required.

Our People-First Philosophy

At Active Learning Trust, Everyone is valued in their role, and we make sure that the right people have the right opportunities to find their purpose and progress within our Trust. Guided by our values of open dialogue, bold thinking and supportive teamwork, we put our staff's growth and wellbeing at the heart of everything we do – so that they can focus on making a real difference in our schools and our communities.

Why Join Our Trust?

- Belong to a compassionate and inclusive trust that values you and the role you play.
- Join an experienced group of people that are fully dedicated to delivering the best for our children.
- Gain access to our VivUp employee benefit system, Cycle to Work scheme and local government pension.

Contact

If you wish to discover more about this exciting opportunity, then please contact: Stephen Roberts, IT Operations Manager at stephen.roberts@activelearningtrust.org or call 07572911770.



Location

Central Team - Based at Chantry Academy, Ipswich, Suffolk

Contract

Permanent, Full-time, 37 hours per week

Salary

ALT Grade F
£28,142-£30,024

Job description: IT Technician

Job details

Salary:	Grade F
Academy Site:	Central IT Team
Reporting to:	Senior IT Technician

Main purpose

To work as part of the Trust IT Team and contribute to the provision of a customer focused service, supporting students and employees.

To provide first-line technical support to Trust academies.

To maintain effective service delivery standards and provide hardware and software support.

Duties and responsibilities

- To provide a professional first line technical advisory and diagnostic support service to within a Service Desk environment during the service window.
- Setting up and supporting students & staff with their 1 to 1 device, raising repair claims when required.
- Setting up new PC's, Laptops, Tablets, iPads.
- Assist with user account management (e.g., password resets, access permissions).
- To ensure that all reported technical issues are dealt with professionally and competently and that they are recorded on the Service Management System and are resolved within the customers Service Level Agreement.
- To report and manage any incident that requires the services of a third-party organisation.
- To monitor/manage call queues to ensure that support calls are being escalated and resolved within agreed SLA's.
- To complete additional ad hoc project work, as required.
- To assist the Senior IT Technician by carrying out reasonable requests for additional duties as and when required.
- To make recommendations on potential improvements to working practices and performance to improve service levels and customer satisfaction.
- Software installation, updates and support.
- Provide appropriate technical support, help and advice to staff and students.
- Ensure tasks are logged on the IT Helpdesk and are processed in an effective, efficient and timely manner.
- Diagnosing and resolving 1st line issues.
- Maintain records of IT assets, incidents, and resolutions.
- Maintaining printers and consumables, logging any issues where required.
- Assist in monitoring network performance and resolving connectivity issues.
- Escalating IT Issues to the Senior IT Technician or IT Operations Manager in a timely manner.
- To always keep the working area clean & tidy.

Generic Responsibilities of all Active Learning Trust Employees

- To consistently uphold the Trust's Aims, Visions and Values.
- To work in a co-operative and polite manner with all stakeholders and visitors to promote and enhance the reputation of the academies and Trust.
- To work with children and young people within the framework of the academy in a courteous, positive, caring, and responsive manner.
- To take an active and positive role in the Trust's commitment to the development of staff and review procedures, undertaking training as required.
- To act in a professional way that is consistent with the values and expectations of the Trust.
- To be responsible for promoting and safeguarding the welfare of children and young persons.

The Active Learning Trust is committed to safeguarding and promoting the welfare of all children and young people. We expect all staff to actively share this commitment. All adults working in our Trust in whatever capacity will be part of a thorough safer recruitment process. All appointments will be subject pre-employment checks including the taking of satisfactory references and enhanced criminal record clearance (via the Disclosure and Barring Service) in line with the need to create and maintain a safe culture.

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks expected to be carried out. It will be reviewed annually in conjunction with the appraisal process and planning for the next academic year. It will be reviewed, and it may be subject to modification or amendment at any time after consultation with the holder of the post. The duties may be varied to meet the changing demands of the Trust at the reasonable discretion of the Reports to Manager.

Person Specification: IT Technician

E = Essential D = Desirable

	E	D
Qualifications and training		
GCSE Maths & English (or equivalent) at Grade C/ Level 4 or above	x	
GCSE grades A*-C or equivalent in IT		x
Microsoft qualifications		x
Experience		
Relevant hands-on experience as IT Technician	x	
Microsoft technologies (AD, GPO, DNS, DHCP)	x	
Experience of networking, dealing with Switches and Wireless systems	x	
Experience of Helpdesk support and working to SLAs	x	
Experience of Intune and Entra AD	x	
Experience of HP, Meraki Network and Wireless infrastructure		x
Experience of Audio/Visual Equipment	x	
Experience of student 1:1 device rollout/maintenance		x
Skills and knowledge		
Excellent customer service skills	x	
Excellent written skills and attention to detail		
Strong problem solving and diagnostic skills	x	
The ability to converse effectively with a range of stakeholders (e.g. adults and students)	x	
Able to respond quickly to unexpected problems and situations	x	
To be able to carry out all duties including lifting, carrying and working in awkward positions	x	
Knowledge of iPad MDMs such as Jamf		x
An ability to take responsibility for several tasks, while remaining calm and coping effectively with a high workload and many priorities and seeing these through to completion within agreed timescales	x	
Ability to communicate complex technical issues to non-technical staff and pupils	x	
Personal qualities		
Embodies the Trust's values:	x	
<ul style="list-style-type: none"> • I aspire, we achieve • We're curious, creative and bold • A family, not a house share • Comfortable being candid • Humour, humility, humanity 		
Commitment to uphold the 7 principles of public life (the Nolan principles) at all times	x	

Commitment to maintaining confidentiality at all times	x	
Strong interest in IT	x	
To be able to work under pressure (including interruptions such as conflicting demands on time)	x	
High levels of emotional intelligence with evident sensitivity to the needs of students, staff and key stakeholders	x	
A proactive approach demonstrating an openness to change	x	
To work collaboratively and constructively as a member of a team and to support colleagues as required	x	
A commitment to continuing professional development	x	
Able to work, unsupervised, on own initiative	x	
Equal opportunities		
Commitment to inclusion, equality and diversity	x	
Safeguarding		
Commitment to safeguarding and promoting the welfare of children and young people	x	

Application Process

How to Apply

You can browse and apply for all Active Learning Trust vacancies by clicking the link below to access our recruitment platform. Once you have found the corresponding vacancy, click on the 'Apply Now' button to begin your application. You can save your application and return to it at any time. Please ensure you have completed and submitted your application before the deadline shown on the job advert.

View current vacancies

Hints and Tips

To increase the chance of your application being considered for the role, please follow these steps:

- Use the Person Specification document to write your application. Consider using the headings and give examples where possible.
- Check for punctuation and grammar errors.
- Ensure your first referee is from your current or most recent employer. If you are employed within a school or academy, ensure you list your Headteacher as your first referee.
- All gaps in employment history must be explained. This should start from the date you left full-time education, including the summer holiday.



Useful Information

As an equal opportunities employer, we welcome applications irrespective of race, gender, religion, disability, sexual orientation and/or age. We value the individuality and creativity that every worker potentially brings to the workforce.

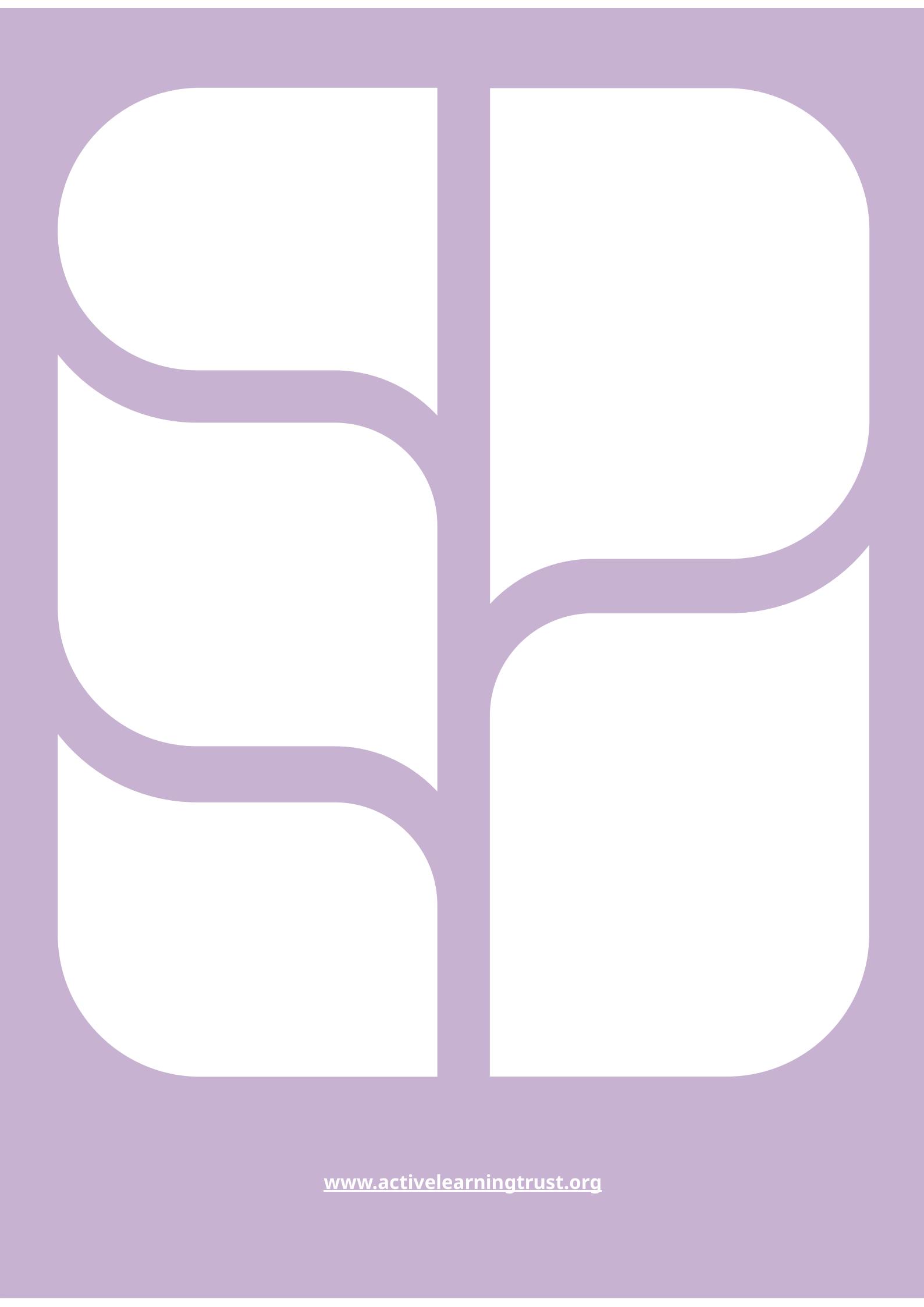
No CVs are accepted in line with requirements of Keeping Children Safe in Education, therefore all applications are required to be completed using the MyNewTerm platform.

The Active Learning Trust reserves the right to interview and appoint prior to the advert closing date. With this in mind, we encourage you to apply as soon as possible.

The Active Learning Trust is committed to safeguarding and promoting the welfare of all children and young people. We expect all staff to actively share this commitment. All adults working in our Trust in whatever capacity will be part of a thorough safer recruitment process. All appointments will be subject to pre-employment checks including the taking of satisfactory references and enhanced criminal record clearance in line with the need to create and maintain a safe culture. Please be advised that references may be requested prior to interview for roles within our academies, where permission has been given to do so via MyNewTerm.

Candidates are advised that, if shortlisted for interview, they will be subject to an online search of information in the public domain.

This post will come under the requirements of the Childcare (Disqualification) 2009 Regulations and the successful applicant will be required to complete a declaration form to establish whether they are disqualified under these regulations.



www.activelearningtrust.org