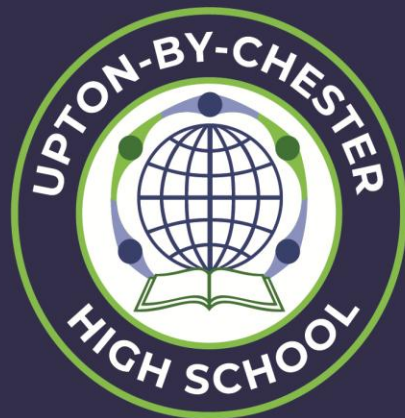


Learning to shape the future



ICT Technician

Full time Full Year Year Grade 5

£25,989 - £28,142

37 hours per week, 52 weeks per year

Starting September 2026

Deadline for Applications Friday 31 July 2026

Welcome from the Headteacher

I would firstly like to thank you for your interest in a vacancy at Upton-by-Chester High School. The purpose of this information is to help you get to know more about our school and help you to decide if this is the right post for you.

Upton-by-Chester is a large and successful comprehensive secondary school located in Upton-by-Chester, an area on the outskirts of the wonderful city of Chester. Upton-by-Chester High School was established in 1968 and has gone from strength to strength over this time. We are a thriving, vibrant school with a proud record of academic excellence and success. Combined with our exceptional extra-curricular opportunities, we inspire our learners to flourish, no matter what their strengths and aptitudes. We are fully inclusive and open to young people of all abilities.

The school was inspected in February 2025. Inspectors found that;

"Pupils flourish in this school's nurturing and inclusive environment. Students in the sixth form are particularly appreciative of the school's support for their academic achievement and personal growth. Pupils develop positive relationships with staff. This helps them to feel known and cared for, despite the large size of the school. A culture of trust and respect is evident." (Ofsted 2025)

An exciting development for the school is being part of the School Rebuilding Programme. This means that between September 2025 and September 2028 the school will undergo a complete rebuilding programme to provide learners with brand-new indoor and outdoor facilities to support their learning. Details of the new build can be found on the schools 'New Build' webpage.

The school currently serves both the local community and an extended catchment area with learners attending the school from up to 40 individual primary schools.

There are currently 1750 learners on roll and the school is oversubscribed in a number of year groups. The school also has an outstanding Sixth Form (Ofsted 2015, 2019 and 2025).

Our school motto is 'Learning to Shape the Future'. This really does capture what is at the heart of the school. We ensure that every learner - whatever their previous attainment - will gain life-long enrichment and learning from the time they spend with us at Upton. Our approach is to provide opportunities that will capture the imagination of our learners and allow them to develop their knowledge, skills and understanding to be successful academically and socially. We will provide traditional academic subjects and vocational opportunities so we can support the learning needs of all our young people.

Upton-by-Chester High School is a great place to work. It is challenging, focused on teaching and learning and dedicated to the wellbeing of our learners. We have the highest expectations of all who work here and therefore, we are only looking for the finest staff to work with our learners. We know that our school can only be as good as the workforce within it.

The school is at an exciting stage of development within the changing educational landscape in England. If, prior to submitting an application, you would like to see for yourself why we believe Upton-by-Chester High School is a great school in which to work, then please let us know.



Lee Cummins
Headteacher

Learning to shape the future



About the role

We are currently recruiting for an enthusiastic and adaptable ICT Technician.

The person we are looking for is someone who demonstrates a positive attitude and a strong ability to work effectively within a small team and also independently. A creative, hardworking, and lateral thinker with excellent communication skills, able to convey information clearly and concisely to a wide range of audiences. Consistently demonstrates confidentiality, tact, diplomacy, and sensitivity. Acts with honesty and integrity at all times, while approaching IT challenges with patience, resilience, and a good sense of humour.

Full training will be given to the suitably experienced applicant.

Role:
ICT Technician

Position:
Full Time/Full Year
37 Hours weekly

How to apply:
Apply via My New Term -
CVs alone will not be accepted

Closing Date:
31 July 2026

Interviews:
Interviews to be held shortly
after the closing date.





Job Description AAE5245

This role is ideal for a friendly, personable individual who is passionate about IT and eager to make an impact. Working within a supportive environment, you will help deliver and continually refine a highly successful, fully embedded IT ecosystem—combining technical enthusiasm with exceptional customer service to support our staff and learners every day.

- Deliver a personable, customer-focused IT support service to learners, teachers, support staff, governors and visitors who use the Schools technology systems.
- Undertake day-to-day IT administrative tasks to ensure systems run efficiently, effectively and without disruption. This includes managing the school's IT helpdesk and ensuring user tickets are handled promptly and effectively.
- Deliver and set up IT equipment across the school alongside conducting minor hardware and cabling repairs to optimise equipment availability and control costs.
- Maintain the school's computer networks under the direction of the ICT Strategic Manager, including the administration of Microsoft Intune, Entra ID, Windows Server, and Google Workspace.
- Support the School's large Chromebook stock by ensuring high device availability, correct software setup, and efficient campus-wide deployments.
- Undertake personal professional development and respond to the changing IT landscape.

Notwithstanding the detail in this job description, in accordance with the School's/Council's Flexibility Policy the job holder will undertake such work as may be determined by the Headteacher/Governing Body from time to time, up to or at a level consistent with the Main Responsibilities of the job.

Learning to shape the future

Specific core responsibilities

- Deliver first- and second-line technical support to staff and learners.
- Ensure local IT environments operate reliably and safely to support teaching and learning.
- Resolve incidents and requests escalated from the Helpdesk within agreed timescales.
- Provide hands-on support for end-user devices, classroom technology, and core school systems.
- Support device setup, deployment, replacement, and refresh activities.
- Undertake routine checks and basic maintenance of local infrastructure and peripherals.
- Assist with troubleshooting hardware, software, and connectivity issues Standards.

Security & Safeguarding:

- Apply school IT standards, security controls, and acceptable use requirements consistently.
- Support safeguarding and data protection expectations in all activities undertaken.
- Ensure information and systems are handled securely at all times.
- Report safeguarding, security, or compliance concerns without delay.

Documentation & Improvement:

- Identify recurring issues or improvement opportunities and feed back to Strategic ICT Manager.
- Support School-wide rollouts and change activity.
- Maintain a professional, calm, and customer-focused.
- Engage positively with feedback, supervision, and mentoring.
- Develop technical skills and professional confidence over time.
- Uphold School values, equality of opportunity, and expected standards of conduct.

Additional Information: The duties outlined above may vary in the reasonable direction of the School to meet evolving organisational needs.

The school is exploring the responsible use of artificial intelligence. All staff are expected to follow School guidance on AI use, data protection, safeguarding, and professional judgement. All staff are expected to understand and comply with School safeguarding, data protection, and information security policies appropriate to their role.

Person Specification

Qualifications

Essential:

GCSE (or equivalent) Grade 4–9 (A*–C) in English, Mathematics, and ICT.
Level 3 IT qualification (e.g. Level 3 ICT Practitioner).

Desirable:

- Willingness to undertake a relevant qualification (if not already qualified), funded and arranged by the school.

Experience

Desirable:

- Experience of working in a school or educational environment.

Skills and Abilities:

- Ability to work independently, using initiative in a variety of settings.
- Ability to work effectively as part of a small team.
- Good verbal and written communication skills.
- Excellent time management and organisational skills.
- Accuracy and strong attention to detail.
- Accurate record-keeping skills.
- Ability to meet tight deadlines, remain calm under pressure, and work effectively in demanding situations.
- Excellent ability to prioritise tasks and manage workload independently.
- Understanding of health and safety requirements in the workplace.

Personal Qualities:

- Positive and optimistic attitude.
- Discretion when handling sensitive and confidential information, with an understanding of data protection requirements.
- Strong problem-solving skills and a proactive approach.
- Commitment to making a positive contribution to the team and wider school community.
- Commitment to safeguarding and promoting the welfare of children and young people.

The successful candidate will demonstrate a strong commitment to equality, diversity and inclusion in both service delivery and employment practices. They must also share the school's commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and actively support the school's vision of *"Learning to Shape the Future."*

Learning to shape the future

Safeguarding Young People

We are committed to the safeguarding and promotion of the welfare of children. In this light, we would like to draw the following matters to your attention:

All appointments are made subject to:

- An enhanced DBS disclosure;
- Checks of professional status;
- Confirmation of professional qualifications;
- Receipt of strong references (if not received by the time of interview); and
- Medical clearance

We only accept applications completed on the Cheshire West and Chester Application Form with a covering letter. Please do not send CVs or open testimonials.

Please ensure that the application form is completed in full. You must ensure that a full work history is provided and that any gaps in your employment are fully explained.

The referees cited in your application form must include your employer from the last occasion in which you worked with children. If your last employment was in a school, we would expect a reference from the Headteacher and/or Deputy/Assistant Headteacher.

When seeking references, we will request information about your suitability to work with children.

If you are shortlisted, any anomalies in your application will be discussed with you at interview.

We encourage you to pay close attention to these matters so that your application is not excluded unnecessarily.



Procedure for Application

For an application form and full information about the position, please visit the 'Vacancies' page on Upton High School's website:

<https://www.uptonhigh.co.uk/page/?title=Vacancies&pid=46> and apply through MyNewTerm.

Completed applications should be returned no later than Friday 31 July 2026.

Interviews are planned to take place shortly after the closing date. If you have not heard from us within two weeks of this date, regrettably you must assume that your application has been unsuccessful on this occasion, in which case the Governors would like to thank you for your time and your interest in the school.

Please note that we are happy to arrange risk-assessed informal visits for prospective candidates before short-listing has taken place, also if you wish to have an informal discussion about the post in advance of your application, or if you require any further details, please contact Mrs S Lloyd, HR Manager.



Learning to shape the future



Upton-By- Chester High School

St. James Avenue
Chester
Cheshire
CH2 1NN

☎ 01244 259800
✉ admin@uptonhigh.co.uk