IT Technician

Applicant Pack

Contents

The vacancy

Deadline for applications:	11.59pm on 25 January 2026
Interviews to be held:	Week beginning 02 February 2026
To start:	ASAP

We currently have an exciting opportunity for an IT Technician to provide support to the school and trust working as part of the IT Support Team, to ensure the smooth running and delivery of ICT systems across all schools within the Trust. Reporting to the IT Network Manager at Silverdale, you will be predominately based at Silverdale School but will work as part of a small team across our schools to ensure the ICT services for the Trust are operating at optimum efficiency. If you are looking for a new and exciting challenge, then we can guarantee you a fulfilling and rewarding role.

Role summary

Post title:	IT Technician
Profile:	TE2
Grade:	4
Grade spinal point range:	SCP 7 to 12
Salary:	£26,403 - £28,598
Accountable SLT post:	Trust Director of IT
Line manager (if different):	IT Network Manager
Staff to be supervised or line managed by post holder:	N/A
Post holder will work with:	Trust IT Team Teaching & Support Staff
Holiday and sickness relief:	By and for other IT Support Staff
Purpose of post:	Responsibility for delivering ICT services, projects and providing a reliable and secure IT infrastructure across the Trusts schools. Working as part of a team you will lead the IT support function for primary schools within the trust. This post may work across the Trust schools.
Version revised:	September 2023
Contract:	Permanent 37 hours/52 weeks

Job description

The post holder must at all times carry out their responsibilities within the spirit of the school and trust policies and within the framework of legislation relating to academies and education, with particular regard to the statutory responsibilities of the trust and the governing body of the school.

The specific duties and responsibilities include but are not limited to:

Specific duties and responsibilities

To be responsible for providing an efficient IT support service, following systems and processes to the standards required by the School/Trust and appropriate regulatory bodies.

Duties will include, but not be limited to:

Main Duties and Responsibilities:

Maintenance of the School ICT Network Facilities

- Contribute to the provision of ICT Support throughout the school under the direction of the Network Manager.

- Advise on set up and maintenance of ICT hardware and software.

- Contribute to optimising network performance, including planning and implementation of changes to the network.

- Ensure an up-to-date inventory of ICT equipment, software licenses and consumables is maintained.

- Assist with the development and maintenance of the school learning platform.

- Undertake maintenance of ICT hardware.

Assist Staff and Students Using ICT

- Setting up equipment for the delivery of the curriculum.

- Ensuring effective integration of curriculum and administrative systems to achieve maximum efficiency.

- Contribute to ICT training provision and advise school staff as appropriate.

- Develop safe working practices in relation to the use of ICT.

- Liaise with partners and suppliers of the school on ICT related issues.

- Undertake projects to enhance specific developments of ICT within the school.

Contribute to the Program of ICT Development

- Liaise with partners and service providers to maximize the efficiency of the school systems.

- Liaise with suppliers regarding the procurement of ICT products.

- Keep up to date with national and local developments in ICT and determine potential benefits for the school.

- Undertake ICT projects under the direction of the IT Network Manager.

ICT Technical Service Support

- Maintain a help desk system that ensures that requests for work are prioritised and completed in line with the department's standards.

- Work towards achieving and maintaining ITIL recognised standards of support.

- Maintain the inventory and stock management.

- Problem solve and troubleshoot issues on the network such as software, hardware, configuration and user errors.

- Provide high quality user support, including staff training.

- Install software as required and to the standards set out by the Network Manager.

ICT Hardware Installation and Maintenance

- Install and configure new and existing ICT equipment.

- Carry out repairs and maintenance to hardware to maximise the efficiency of equipment.

- Ensure the correct disposal of damaged and un-repairable equipment and that the school meets its recycling duties in line with current procedures.

General Duties

- As a member of the ICT Technical team, you will be expected to liaise with the IT Network Manager and teaching staff as appropriate.

- Carry out all problem solving, changes, configuration, availability, capacity and continuity processes in-line with the Framework for ICT in Schools (FITS) recommendations and guidelines under the direction of the IT Network Manager and the trusts policies and procedures.

- Actively pursue training and accreditation on agreed plans for the school network and system developments and upgrades.

- To assist with the production of an annual audit of the ICT equipment.

- Research information concerning equipment, evaluate systems for best value and advise the IT Network Manager on purchases.

- Produce orders for equipment and consumables after agreement with the IT Network Manager.

- Take responsibility for own professional development, continually keep updated about new initiatives in educational ICT, and contribute to the school as a learning organisation.

- Assist with the implementation of projects and school ICT initiatives.

Silverdale School

Support for the trust/school

- 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.

- Work in a flexible way to respond to the needs of the trust and to fulfil other duties and responsibilities appropriate to the grade and role as and when required.

- Be aware of and support difference and ensure equal opportunities for all.

- Appreciate and support the role of other professionals.

- Attend and participate in relevant meetings as required.

- Contribute to the overall ethos/work/aims of the trust/schools.

- Participate in relevant training, other learning activities and performance management as required.

- Team responsibilities: all staff are considered part of the overall trust team and may be required to provide assistance to colleagues in other areas from time to time commensurate with the role, skillset and grade.

- From time to time, to meet the needs of the trust, you may be asked but not expected to work hours additional to your normal working hours. The trust will give you as much notice as possible and you will be paid/recompensed for such work. Situations where this might be required are, for example: relevant key school events such as open evenings, exam results days, trips, clubs, training etc.

Changes to these duties

The above duties are not exhaustive, and the post holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Headteacher/Principal.

The job description and allocation of particular responsibilities will be kept under review and may be amended via consultation with individuals, the governing body or board of trustees and/or senior leadership team as required. Trade union representation will be welcomed in any such discussions.

Silverdale
School

Person Specification

Job Title: IT Technician

REQUIREMENTS	Essential	Desirable	Assessment method A = application I = interview R = reference
Knowledge, experience and skills			
Experience in supporting IT networks in a large user environment.		✓	**A / I**
In depth knowledge of Window 11.	✓		**A / I**
Experience supporting and maintaining a different range of client hardware, e.g. PC, laptop, tablet.	✓		**A / I**
Experience using a helpdesk system to facilitate service delivery.		✓	**A / I**
Ability to work positively as a member of a team.	✓		**A / I**
Experience supporting ICT in an education sector.		✓	**A / I**
Good working knowledge of Microsoft O365.		✓	**A / I**
Good working knowledge of management information system: Arbor.		✓	**A / I**
Experience of supporting educational software.		✓	**A / I**
Administration of Active Directory and Group Policy.		✓	**A / I**
Good understanding of DNS, DHCP, networking.	✓		**A / I**
Working in a busy environment with many priorities and conflicting deadlines.	✓		**A / I**
Qualifications			
Good level of literacy and numeracy e.g. GCSE Maths and English at grade 4 or above.	✓		**A**
Evidence of regular, relevant and recent personal development.	✓		**A**

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Other skills			
Communicate effectively with people at all levels e.g. school, staff, students, governors, and external contacts / suppliers.	✓		**I**
Work effectively as part of a team recognising own role as team member.	✓		**A / I**
Able to maintain a positive focus, accepting constructive criticism positively and learning from it.	✓		**A / I**
Demonstrate an enthusiastic and positive approach regarding change, having a 'can do' mentality.	✓		**I**
Ability to learn from experience	✓		**I**
Ability to carry out instructions accurately and effectively as directed by line manager.	✓		**I**
Demonstrate customer care.	✓		**A**
Ability to work alongside young people (not necessarily in a school environment).	✓		**A / I**
Interpersonal skills			
Ability to maintain confidentiality.	✓		**A**
Accuracy when receiving information (verbally and written) and communicate information effectively and accurately.	✓		**I**
Able to make a positive contribution to the team.	✓		**A**
Able to reflect on performance and further develop own knowledge and skills to improve performance.	✓		**I**
Maintains standards set by the organisation.	✓		**I**
Takes responsibility for own actions.	✓		**I**
Ability to work alone unsupervised and manage own workload.	✓		**A / I**
Child protection			
A commitment to the responsibility of safeguarding and promoting the welfare of young people.	✓		**I**

Silverdale School

Silverdale School & Sixth Form

Silverdale School is an extremely popular and high achieving 11-18 comprehensive in the south west of Sheffield and is the founding school of Chorus Education Trust. Silverdale has 1,450 students on roll including 450 in Silverdale Sixth Form. In 2020 it was named the Sunday Times Top State Secondary School in the North of the Decade, in recognition of its sustained success.

Silverdale has an excellent record of student achievement at both key stage 4 and key stage 5. At our heart is one of the country's original teaching school hubs, the South Yorkshire Teaching Hub, which includes the Sheffield Teacher Training Alliance and National Modern Languages SCITT.

At Silverdale, we benefit from a new building with excellent facilities, which was expanded in 2023 to provide further state of the art teaching facilities and a dedicated Sixth Form centre.

In addition to trust-wide benefits for all staff, those at Silverdale School also have access to:

- Supportive and friendly staff and leadership team.
- Free staff parking.
- Opportunity to be part of the varied extracurricular offering, including Duke of Edinburgh's Award programme.

You can view the school website at: www.silverdale.chorustrust.org.

Chorus Education Trust

Chorus Trust is a growing trust, committed to providing every child with the best education in both primary and secondary schools across South Yorkshire and Derbyshire. We train and develop teachers, giving our children access to the very best educational thinking and practice.

Our vision is 'Outstanding Achievement for All'. We want to create a culture of success in which our children and young people can succeed. We do this through the provision of safe and supportive schools, collaborating to ensure our children benefit from a more effective spend of public money.

As part of the Chorus Trust Team, all staff have access to:

An ethos of being a **force for good**; of being part of a team that enables 'outstanding achievement for all'.

A **collaborative environment** encouraging knowledge sharing and support.

Competitive **pension schemes**: Teacher's Pension Scheme (teaching staff) and local government pension scheme (support staff).

Career progression opportunities within a growing, local trust.

Leading edge **training and development** through the South Yorkshire Teaching Hub.

Discounted **health schemes** through Westfield Health and Westfield Rewards Schemes.

Term-time only contract postholders have the freedom of having **school holidays** off.

Support for **flexible working** arrangements.

You can read more about Chorus Trust at www.chorustrust.org.