



IT Technician
BMAT Education
Candidate Information Pack

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Welcome from the CEO

I never originally set out to establish a Multi Academy Trust. That simply was not the plan – at least not at first.

The journey began in 2010 at Burnt Mill Academy in Harlow. At that time, the school faced significant challenges and required rapid improvement. From the outset, it was clear that transforming outcomes for children depended on having talented, committed staff who shared a strong belief in what young people could achieve. With a clear vision, high expectations and a relentless focus on improving teaching and learning, the school quickly began to flourish, leading to significantly improved outcomes for pupils and recognition from Ofsted.

Inspired by what could be achieved through strong leadership, collaboration and a shared commitment to excellence, BMAT Education was established with a clear purpose: to provide exceptional educational opportunities for children and young people across our communities.

Today, our schools work closely together to share expertise, develop staff and create the very best experiences for pupils. While each school retains its own unique identity and strengths, all are united by a commitment to high standards, inclusion, ambition and continuous improvement.

At BMAT, we believe exceptional staff transform lives. Whether in teaching, leadership or support roles, every colleague plays an important part in helping children thrive academically, socially and emotionally. We are committed to attracting and developing talented professionals who are passionate about making a positive difference.

This candidate pack has been designed to give you an insight into Royal Docks Academy, the role of IT Technician, and the values and culture that underpin our work. We hope it provides a clear understanding of our ambitions for our pupils, staff and wider community.

If you are inspired by what you read in this pack and share our commitment to delivering the very best for children and young people, we would be delighted to hear from you.

I wish you all the very best with your application and thank you again for your interest in BMAT Education.

Helena Mills CBE

About Our Trust

BMAT Education runs a community of schools which provide an outstanding education for every individual attending a Trust school. Our schools are places of aspiration, where individuals matter and confidence flourishes so that achievement for all is outstanding.

The trust currently oversees seven secondary academies and five primary academies, located in Harlow, Newham and Stansted. BMAT's vision is to work together to smash through the barriers that prevent children from becoming confident, high achieving and independent individuals.

Core to our ethos is that we believe that exceptional leaders create exceptional schools, and our leaders are given the support they need to serve these communities at the highest level. BMAT is driven by the ambition to be the best.

Our Schools:

- Burnt Mill Academy
- Cooks Spinney Primary Academy and Nursery
- Epping St Johns Church of England School
- Freshwaters Primary Academy
- Forest Hall Academy
- Little Parndon Primary Academy
- Magna Carta Primary Academy
- Mark Hall Academy
- Royal Docks Academy
- Roydon Primary Academy
- Sir Frederick Gibberd College
- STEM Academy



About the Role

The ideal candidate will be a proactive, approachable, and technically skilled IT professional with experience in providing first and second line support across Windows 11, Microsoft 365, iOS, and Hyper-V. They will be an effective communicator, committed to delivering excellent customer service to BMAT staff and students, with a strong attention to detail, good documentation practices, and a collaborative, team-oriented mindset. A keen awareness of IT security, data protection, and compliance is essential, alongside a hands-on, solution-focused approach to maintaining and improving IT systems across a trust-based environment.

Job Description

Job title	IT Technician
Reports to	IT Service Manager
Pay scale	Band 3, Point 6-17 (£29,855 - £35,234) RDA rate
Location	Royal Docks Academy
Terms	37 hours per week, 52 weeks per year
Contract	Full time, permanent

Purpose of the Job

- BMAT are looking to recruit an IT Technician to join an established, supportive and friendly team. To work as a member of the Central BMAT IT Services team to provide first and second line support to Trust users and stakeholders.

Liaison With

- The post-holder is expected to work with staff and students across the trust, as well as third-party suppliers.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

This list is not exhaustive, but includes:

Main responsibilities

- Providing technical support to all Trust users and stakeholders, with the emphasis on first and second line supporting Windows 11, Microsoft 365, iOS and Hyper-V instances
- Making sure all calls are logged in the ticketing system and SLAs are met
- Providing excellent, proactive and approachable IT service to staff and students
- Keeping IT documentation up to date
- Contacting vendors for support and to progress projects
- Supporting the development of IT support services across the Trust
- Adhere to BMAT IT Services' policies, processes and procedures
- Being alert to risks to the continuity and security of the IT service and systems and taking immediate action to prevent or remediate data loss and/or security breaches
- Act as a team player and integrate with a supportive attitude
- Completion of maintenance tasks such as backups, anti-virus, proactive checks of desktop and server hardware and performance

IT Systems Support

- Provide first and second line support to the school IT systems
- Ensure classroom devices are functional and available for use by staff and students
- Support IT implementation projects, including the preparation and provision of data and physical spaces
- Physically install and relocate hardware, where required
- Create and contribute to clear, plain language documentation on the configuration, use and support of IT systems and developments
- Take a proactive approach to continually improve the reliability, resilience, performance and functionality of IT systems and hardware
- Work with BMAT IT Services to provide operational support and implement projects

Compliance

- Ensure that all IT services are in compliance with child protection, data protection and any other relevant legislation

Accountability

- Accept responsibility for IT service problems and actively seek solutions
- Ensure that any IT service or equipment meets health and safety requirements

General Expectations

- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- To ensure that all duties and services provided are in accordance with the Trust's Equal Opportunities Policy and in line with the Trust's objectives.

Safeguarding Children

BMAT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

The person undertaking this role is expected to work within the policies, ethos and aims of BMAT and to carry out such other duties as may reasonably be assigned. The post holder will be expected to have an agreed flexible working pattern to ensure that all relevant functions are fulfilled through direct dialogue with employees, contractors and community members.

English Duty

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

The duties above are neither exclusive nor exhaustive and the post-holder may be required to carry out appropriate duties within the context of the job, skills and grade.

General responsibilities common to all members of staff

All staff are responsible for the safeguarding and wellbeing of pupils and must follow BMAT guidance and policies.

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post-holder.

Person Specification

IT Technician

Qualifications	Essential	Desirable
Enhanced DBS and validated references	✓	
Eligibility to work in the UK	✓	
Able to demonstrate a good level of general education to GCSE standard in Mathematics and English or equivalent.	✓	
Full Driving licence – ability to be mobile	✓	
Experience		
Demonstrable experience of providing technical support (1st Line) and systems in an IT environment	✓	
Experience of supporting Windows desktop and network systems.	✓	
Working in an IT support environment to defined service levels and targets	✓	
Working on projects, as part of a team.		✓
Working with cloud and online services to manage users, storage and applications		✓
Working with Windows 10 and 11, Microsoft 365 and Hyper-V servers		✓
Supporting MacOS and iOS devices		✓
Skills and abilities		

Excellent communication and interpersonal skills	✓	
Ability to prioritise workload	✓	
Willingness to learn and ask questions	✓	
Calm and positive approach	✓	
Good problem-solver	✓	

Personal Qualities		
Work effectively as part of a team.	✓	
Adapt to interruption and conflicting demands.	✓	
Effective time management.	✓	
To be flexible.	✓	
Follow instructions accurately.	✓	
Ability to prioritise work effectively.	✓	
Meeting deadlines imposed internally.	✓	
Use initiative and work independently.	✓	
Accuracy and attention to detail.	✓	
Communicate effectively with adults and children, verbally and in writing.	✓	
Committed to personal and professional development.	✓	
Awareness of, and commitment to, equalities issues.	✓	

How to Apply

IT Technician

We look forward to hearing from you.

Please carefully review the following information before submitting your application.

Application form

To apply for this position, you must complete the official application form in full via MyNewTerm. Please note that CVs will not be accepted as part of the application process. We recommend retaining a copy of your completed application for your records should you be shortlisted for interview.

The application form includes several sections relating to your employment, education, and personal history. The information you provide will be used to assess your suitability against the requirements and competencies outlined for the role. Please ensure your full employment history is included, with clear explanations for any gaps in employment. You should also highlight any relevant skills, qualifications, and achievements that demonstrate your suitability for the position.

Supporting Statement

Please submit a letter of application or supporting statement of no more than 1,000 words. In your statement, outline your motivation for applying for this role and demonstrate how your experience, skills, training, and personal attributes align with the job description and person specification.

You should also include clear examples from your current or previous roles that evidence your impact. This may include, for example, measurable outcomes such as improvements in pupil progress and attainment within teaching roles, or reductions in exclusions and improved outcomes for pupils within pastoral roles.

Disclosure of Relationships

All prospective employees are asked to declare any personal or professional relationships with trustees, governors, senior leaders or employees of the Trust. This ensures BMAT Education can uphold transparency and fairness throughout the recruitment process.

Safeguarding Commitment

BMAT Education is committed to safeguarding and promoting the welfare of children and young people. All staff are expected to share this commitment and undergo appropriate checks, including enhanced DBS checks.

Pre-Employment Checks

Applicants must provide details of two referees, one of whom should be their current or most recent employer. References from relatives or friends will not be accepted.

References will normally be requested for all shortlisted candidates unless otherwise stated.

This role is exempt from the Rehabilitation of Offenders Act 1974 and is therefore subject to an enhanced Disclosure and Barring Service (DBS) check. Any information disclosed will be treated in the strictest confidence. A criminal conviction will not automatically prevent appointment; however, it will be considered in relation to the requirements of the role and suitability to work with children.

Under the Criminal Justice and Court Services Act 2000, it is a criminal offence for individuals who are disqualified from working with children to apply for, or undertake, a role that involves such work.

Fluent spoken English is a requirement for this role in line with Part 7 of the Immigration Act 2016.

Thank you for taking the time to review this information. We look forward to receiving your completed application form and supporting documentation. Should you have any questions regarding the process, please do not hesitate to contact us.

BMAT Education is committed to safeguarding children; successful candidates will be subject to an Enhanced Disclosure and Barring Service check. In line with Keeping Children Safe in Education (KCSIE) guidance, we may also conduct an online search about any shortlisted candidates as part of our due diligence to identify any matters that might relate directly to our legal duty to meet safeguarding duties, in accordance with Keeping Children Safe in Education (KCSIE)

