



The Totteridge Academy
The best in everyone™
Part of United Learning

Candidate Briefing Pack

Job title: Senior IT Technician

Closing date: Sunday 20 September 2026



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Welcome from our Principal/Headteacher

Dear candidate,

Thank you very much for your interest in joining The Totteridge Academy. I am delighted to introduce you to our academy, and I hope that this application pack provides you with an overview.

The Totteridge Academy (TTA) is a fantastic secondary school in North London and is continuing to grow and develop with over 1000 students currently on roll. The school provides a high-quality education in a safe, caring, and focused environment teaching skills and knowledge, enabling students to become responsible, well-rounded citizens, equipped with the tools to make effective choices for their futures. The school philosophy of kaizen (continuous improvement) enables students and staff to always aim high so that every individual can attain their best. Improving through practice; calm, focused classrooms led by knowledgeable, passionate teachers

Our school is part of United Learning, which means our teachers benefit from the best pay in the sector, three extra INSET days protected for your own planning, guaranteed paid personal days, great training for your career, and more.

If you are aligned with our mission and values, we very much look forward to hearing from you.

Good luck with your application and thank you again for considering The Totteridge Academy for the next stage in your career. If you have any questions regarding this role, please contact Jo Wiles on joanne.wiles@tta.org.uk

Best wishes,



Chris Fairbairn

Principal

The Totteridge Academy



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Job Description

Job title: Senior IT Technician

Salary: Salary: £36,585 per annum. Starting salary may be negotiable depending on qualifications and experience.

Location: The Totteridge Academy

Contract type: Full time, 39 weeks (Term Time) + 4 weeks during school closures

Responsible to: School Business Manager

The Role

We are looking for an experienced and proactive Senior IT Technician to join our team, playing a key role in supporting and developing the school's IT infrastructure.

Hours:

- 37.5 hours a week Monday to Friday

About the Role:

Your contribution will be vital in overseeing and improving our IT Services to bolster educational and administrative operations. Your tasks will encompass delivering technological solutions, exceptional support, and driving ongoing enhancements.

Key Responsibilities

Contribute to the operational management of IT supporting teaching, learning, and administrative functions.

- Assist in generating IT reports for monthly reporting cycles.
- Managing your technicians, providing leadership and guidance.
- Contribute to a sustainable strategy for technology refresh.
- Ensure adherence to service level agreements.

Service Operation

- Implement IT policies and procedures.
- Aid in operating the service desk and deploying IT staff for operational tasks.
- Contribute to the professional development of fellow IT team members.
- Offer second-line support for complex requests and issues, performing hardware and application diagnostics and coordinating with third parties when necessary.
- Provide support, training, and assistance to staff, pupils, and visitors as needed.



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IT Estate

- Maintain, develop, and deploy IT hardware and software resources.
- Keep an accurate hardware and software asset register.
- Regularly test and validate backup procedures.
- Monitor and maintain anti-virus.
- Manage active network components.
- Maintain servers and upgrade network operating systems as needed.
- Administer internet filtering systems.
- Support integration with third-party systems.

General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the IT team.
- Uphold policies and procedures at all times.
- Ensure any documentation produced is to a high standard and is in line with the in-house style.
- Be aware of and comply with policies and procedures relating to safeguarding, child protection, health, safety and security, confidentiality and data protection, reporting all concerns to the appropriate person.
- Participate in training and other learning activities as required.
- Participate in the Performance Development process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- To undertake any other duties and responsibilities as reasonably required by the school Business Manager.

Please note we reserve the right to close any vacancies from further applications when we have received a minimum amount of applications from which to make a shortlist. Please ensure you apply without delay if you wish to be considered for this role.



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Person Specification

Education and Qualifications

	Essential	Desirable
IT Qualification		Y

Skills and Knowledge

Good knowledge of Microsoft 365, Active Directory, DNS, DHCP and Group Policy	Y	
Strong knowledge of network security, data protection, and backup systems	Y	
Ability to diagnose and resolve hardware, software, and connectivity issues efficiently	Y	
Understanding of safeguarding, GDPR, and data protection regulations in an educational setting	Y	
Excellent organisational skills, with the ability to manage multiple priorities and projects and able to communicate effectively with both technical and non-technical users	Y	
Familiarity with school MIS, learning platforms, and educational software		Y
Knowledge of cloud technologies and virtualisation (e.g. Microsoft 365, Google Workspace)		Y
Experience maintaining and troubleshooting AV, print management, and classroom tech		Y
Awareness of emerging technologies in education and their potential applications		Y

Experience

Experience managing and maintaining ICT networks, servers and systems	Y	
Good written and verbal communication skills, fluent in English.	Y	
Confident in implementing and monitoring ICT security protocols	Y	
Experienced in providing technical support to a range of users with varying ICT skills	Y	
Familiar with managing user accounts, access controls, and permissions	Y	
Experienced in maintaining inventory records, warranties, and licensing documentation	Y	
Experience maintaining ICT asset inventories, warranties and software licensing records	Y	



Experience working in a school or educational environment		Y
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Teamwork

Treats others fairly, openly and consistently	Y	
Supports and cooperates with colleagues	Y	

Personal Attributes and Abilities

A commitment to own continuous professional development and learning.	Y	
Demonstrates a commitment to treating others fairly, consistently and with respect championing our inclusive culture.	Y	
Must be open to perform other related duties, within the pay grade, to meet the ongoing needs of the school.		Y

Other

Commitment to Equal Opportunities	Y	
Enhance DBS Check	Y	
Right to work in the UK	Y	
Willingness to participate in training, particularly First Aid and Team-Teach.	Y	
Committed to the safeguarding of young people.	Y	



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How to Apply

To join our dedicated and talented team, click apply here.

<https://mynewterm.com/jobs/144502/EDV-2026-TA-30048>

The closing date for this post is midnight on 20 September 2026.

For more information about this role, please contact:



Jo Wiles, HR Manager



02084459205



joanne.wiles@tta.org.uk

Rewards and Benefits

Our pledge, to all our academy teachers, is that by working for us you will benefit from **more pay, more time, and more support**. For more information, visit www.unitedlearning.org.uk/careers/rewards-and-benefits



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More pay...	more time...	and more support
- We pay an average of 5% above national scales – the best rates of pay in the sector - Cash towards medical treatment - Generous staff discount scheme	- Three extra INSET days for planning - At least one personal day a year	- Great training for your career - Exceptional curriculum resources - Expert subject advice - Support for your wellbeing

Flexible Working

We value the dedication, professionalism and hard work of our teachers, support staff and school leaders, and strongly believe that everyone should be able to do their job without sacrificing a family life or compromising their well-being. We are committed to encouraging and enabling flexible working opportunities throughout our schools wherever possible and will support employees seeking to work more flexibly.

Important information

United Learning is committed to safeguarding and promoting the welfare of all children and young people and expects all staff and volunteers to share this commitment. All positions are subject to an Enhanced Disclosure and Barring check from the Disclosure and Barring Service (DBS) and shortlisted candidates will be subject to an online check. We also kindly request permission to seek references ahead of the interview process.



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About United Learning

United Learning is a Group of schools which aims to provide excellent education to children and young people across the country. We seek to improve the life chances of all the children and young people we serve and make it our mission to bring out ‘the best in everyone’ – pupils, staff, parents and the wider community. We uniquely comprise schools in both the state and independent sectors.

As a Group, we can offer more to both staff and young people than any single school could offer alone. The growing range of outstanding group-wide activities that we can provide will mean that more young people will have truly exceptional and inspiring experiences.

We believe that our Group contains the most developed relationships and practical interaction between independent and state schools in the country, creating benefits for all the schools involved.

United Learning comprises both United Church Schools Trust, which operates our fee-paying independent schools, and United Learning Trust, which operates our state-funded academies.

To find out more about United Learning, please visit the website www.unitedlearning.org.uk.



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