



**Sedgehill Academy**

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Part of United Learning

# Candidate Application Pack

## IT Service Technician

Start Date: As soon as possible



**Principal:** Clare Cassidy

Sedgehill Academy is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12.  
Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB.

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## Message from the Principal



Dear Candidate,

Thank you for your interest in Sedgehill Academy, it is an extremely exciting time to be joining us as a colleague. Sedgehill Academy is an ambitious, thriving community school in the heart of Southeast London.

Our values, as a United Learning Academy, are of **Hard work, Integrity, Kindness and Excellence** and they sit at the heart of everything we do. We aim to ignite these values in every student through teaching that empowers and inspires; a calm and disruption-free learning environment; and a strong character education programme.

As an integral member of the IT team, you will provide excellent support to our teachers and students to ensure that they're able to deliver the excellent teaching and learning our students deserve.

We pride ourselves on ensuring that every member of staff is supported to also be the very best that they can be in whichever role they have in our College. We have several core benefits which include competitive rates of pay when compared to the maintained sector; access to a contributory pension scheme relevant to your role; access to a Health Cash Plan; a designated personal day each year for you to use as you wish; Westfields Rewards scheme; enhanced parental leave policies; and tailored Continuous Professional Development (CPD) for every role.

I look forward to meeting you in person.

Clare Cassidy, **Principal**

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## Working at Sedgehill Academy

We are proud to be part of United Learning Trust; our schools work as a team and achieve more by sharing than any single school could. Our subject specialists, group-wide intranet, own curriculum, and online learning portal all help us share knowledge and resource, helping to simplify work processes and manage workloads for an improved work-life balance.

As a Group our staff are better rewarded: with good career opportunities, benefits, and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing; it's our core ethos which we call 'the best in everyone'.

Central Office staff work closely with schools, offering a wealth of expertise to underpin our knowledge. The specialist departments, including HR, finance, technology, strategy and performance, estates, and marketing, work alongside dedicated school improvement teams.

We serve more than 64,000 pupils and support around 10,000 staff in our schools, and we offer a growing range of additional services, including teacher training, professional development programmes, and a full curriculum package for schools. Everything that we do is geared towards improving life outcomes for young people. 'We also believe in offering our staff 'more pay, more time and more support'.

## Committed to having a diverse and representative team

We welcome applications from everyone committed to our ethos and would particularly welcome applications from black and minority ethnic candidates, who are currently under-represented in the Group as a whole. We always appoint on merit.

## Flexible Working

At United Learning, 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

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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.

Find out more about working with us at <https://www.sedgehillacademy.org.uk/work-with-us>

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## 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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# United Learning's London IT Service

## Job Description

**Role Title:** IT Service Technician

**Reporting to:** IT Service Site Manager

**Responsible for:** Supporting delivery of IT services to Sedgehill Academy and occasional support to other London IT Service schools.

### Role Purpose

To contribute to the provision of a comprehensive, effective, and efficient IT service. You'll play a key role in first-line support, maintaining IT systems, and ensuring the smooth operation of technology across the school.

### Key Responsibilities

- Providing first-line support to resolve technical issues and minimise disruption to teaching, learning, and administration.
- Monitoring and maintaining the performance of end-user devices and peripherals, escalating issues where necessary.
- Supporting the stability, security, and functionality of the school's IT infrastructure under the guidance of your Line Manager.
- Contributing to the implementation of change requests and ensuring compliance with IT security protocols.
- Assisting staff, students, and visitors in the effective use of IT systems and resources.
- Maintaining accurate records and contributing to service improvement through documentation and knowledge sharing.

### Specific Duties

- Respond to assigned service desk tickets promptly and diligently, helping meet operational level agreements.
- Log incidents reported verbally to ensure proper tracking and resolution.
- Use the knowledge base and historical ticket logs to inform diagnosis and resolution.
- Record detailed diagnostic information to support knowledge base development.
- Escalate unresolved issues appropriately within the IT Service.

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- Support, maintain, and deploy IT hardware and software, including operating system imaging, patching, and peripheral installation.
- Undertake basic hardware repairs and upgrades, and install drivers as required.
- Diagnose and resolve software faults across devices.
- Install and maintain standard network cabling and perform basic diagnostics on network equipment.
- Follow instructions to manage user accounts and permissions securely.
- Maintain an accurate hardware and software asset register.
- Test and verify backup procedures on a scheduled basis.
- Monitor and maintain anti-virus/anti-malware provisions and overall system security.
- Manage active network components (e.g. switches, routers) and escalate to second-line support when needed.
- Monitor internet filtering systems, escalating issues as appropriate.
- Identify and report emerging technology risks.
- Provide support and informal training to staff, students, and visitors in the use of IT systems.

## General

- Build and maintain positive working relationships with colleagues across the school, other sites in the London IT Service, central teams, and external partners.
- Contribute to a flexible, proactive, and collaborative team culture within the IT Service.
- Uphold all United Learning policies and procedures, including safeguarding, child protection, health and safety, confidentiality, and data protection.
- Produce clear, accurate documentation in line with service standards.
- Engage in training, development activities, and the Professional Development process to continually build skills and knowledge.
- Provide informal guidance or support to colleagues and trainees where appropriate.
- Represent the school and IT Service professionally at events when required.
- Support and promote the ethos and values of United Learning.
- Undertake any other reasonable duties commensurate with the role and grade, as directed by the IT Service Manager or school leadership.

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## Working Pattern & Expectations

- Full-time, all-year-round role.
- Occasional evening or weekend work for key events or maintenance windows (with notice).
- Travel to nearby schools within the IT service may be required.

## Safeguarding

United Learning is committed to safeguarding and promoting the welfare of children. Applicants must be willing to undergo DBS checks and safeguarding training.

Occasionally, this role may require evening or weekend work, typically with reasonable notice for events such as school open days or scheduled maintenance. In rare cases, out-of-hours support may be needed during unexpected outages. Flexibility and a willingness to adapt working hours to meet the needs of the school are therefore important. The information contained above is to help staff understand and appreciate the work content of their post and the role they are to play in the organisation.

However, it should be noted that whilst every effort has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used, in which case, all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the post holder. Elements of this job description and changes to it may be negotiated at the request of either the Head of Schools' IT Strategy or the incumbent of the post.

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## Person Specification

	Essential	Desirable
<b>Qualifications &amp; Experience</b>		
• At least 2-3 years' experience in a technical support role.	✓	
• Solid troubleshooting skills across hardware, software and peripherals and familiarity with Windows devices and Microsoft 365 applications	✓	
• Working knowledge of user administration in Active Directory and Entra ID	✓	
• Relevant training or qualifications, such as Level 4 BTEC IT Apprenticeship or A+ Hardware Technician, or equivalent experience		✓
• Good customer-service and communication skills, with the ability to support non-technical users.	✓	
• Relevant professional development and training, such as Microsoft role-based certifications		✓
• Exposure to ticketing systems and working knowledge of ITIL practices		✓
<b>Knowledge &amp; Technical Expertise</b>		
• Understanding of networked systems		✓
• Familiarity with classroom AV equipment and its support		✓
• Ability to organise workload, prioritise tasks, and work proactively	✓	
• Working knowledge of Group Policy fundamentals.		✓
• Solid working knowledge of Microsoft Office applications	✓	
• Willingness to learn and engage in ongoing professional development.	✓	
• Genuine interest in technology and proactive in staying current with industry developments	✓	

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	Essential	Desirable
<b>Education Sector Understanding</b>		
• A commitment to safeguarding and promoting the welfare of children and young people	✓	
• Understanding of the role of IT in supporting teaching and learning	✓	
• Experience working in a school environment		✓
<b>Professional Attributes</b>		
• High levels of personal and professional integrity	✓	
• High levels of discretion, confidentiality, and commitment to safeguarding, data protection and professional conduct	✓	
• A proactive, flexible and versatile approach	✓	
• Ability to work effectively and calmly under pressure and manage multiple priorities	✓	
• A facilitative approach to problem-solving and a 'can do' mindset	✓	
• A commitment to continuous improvement	✓	

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## Job Summary

**Location:** Sedgehill Academy, Sedgehill Road, London SE6 3QN

**Salary:** United Learning Support Staff payscales £32,000-36,000 per annum, depending on experience

**Contract type:** Permanent

**Start date:** As soon as possible

### We are looking for someone who:

- Has a strong IT expertise and an ability to build strong working relationships with colleagues
- Has some experience in a school environment or experience in a customer facing IT role
- Can think on their feet and has strong problem solving ability .
- Is proactive and has a strong sense of professionalism
- Works effectively as part of a supportive and forward-thinking team
- Is able to demonstrate effective and professional communication skills both in writing and speaking

### Committed to having a diverse and representative team

Here at United Learning, we are working hard to become a more diverse organisation, which is key to our commitment to bringing out the best in everyone. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates, who are currently under-represented in the Group as a whole. We always appoint on merit.

### Flexible working

We are committed to providing excellent education so all the young people we serve are able to make a success of their lives. To deliver this we aim to attract, retain, develop and reward outstanding teaching and support staff, and we believe that flexible working has a key role to play in achieving this.

Here at United Learning, 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.

### Rewards and benefits

- Competitive salary
- A designated personal day each year for you to use as you wish
- Enhanced contributory local government pension scheme
- Enhanced occupational sick pay, protecting you and your family
- Competitive and enhanced maternity, paternity, and adoption benefits

Over 250 employee exclusive benefits through our partners Westfield Rewards, including access to wellbeing resources, discounted cinema tickets, holidays and gym memberships, car leasing and Cycle2work schemes

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