

University Academy Holbeach

UNIVERSITY ACADEMY
HOLBEACH



UNIVERSITY OF
LINCOLN



Job Application Pack: Senior IT Technician

37 hours per week, 52 weeks of the year

Salary: G8.22 (£35,412) to G8.24 (£39,152) (Actual)

Start date: As soon as possible

Principal's Welcome

Welcome to University Academy Holbeach (UAH). I am delighted that you are interested in applying for the Senior IT Technician role with us.

UAH is an 11-18 secondary, serving young people in the surrounding towns and villages. This is a unique school with a strong vocational offer that enables youngsters to study traditional GCSEs alongside courses such as Motor Vehicle, Brickwork, Electrical Installations and Hair & Beauty.

We have over 1390 pupils on roll, including over 200 pupils within our Sixth Form, studying a combination of A-Levels, T-Levels and Vocational & Technical qualifications.

We uniquely offer an Apprenticeship programme, supporting local employers and providing training for an average of 130 learners at one time.

Our ethos is built on mutual respect, underpinned by an understanding of the benefits of hard work. We encourage all our learners to make the best of their ability and to strive for the highest possible standards.

Our curriculum is broad and balanced, ensuring our learners experience high quality teaching in state-of-the-art classrooms and suites.

We invite you to explore our website to gain a deeper understanding of the life at UAH, and we look forward to welcoming dedicated, passionate professionals who share our commitment to cultivating a culture of high expectations, ambition, and success for all.

If you require further information, please visit our website, www.universityacademyholbeach.org or email us at enquiries@uah.org.uk

For further information about our Trust, University of Lincoln Academy Trust (UOLAT), please visit www.uolat.co.uk



Sheila Paige
Principal



About the Role

Thank you for your interest in the role of Senior IT Technician to join our IT team at UAH.

This post would be to start as soon as possible, and cover 37 hours per week, 52 weeks per year.

Interested candidates will have:

- Significant experience in an IT support or systems administration role (educational setting desirable).
- Excellent technical problem-solving skills and the ability to prioritise and manage a varied support workload.
- The ability to communicate clearly with both technical and non-technical colleagues, supporting staff and pupils with confidence.
- Thrives under pressure, can manage competing priorities and taking ownership of technical issues through to resolution.
- Proficiency in managing Windows server environments, networking, and school IT infrastructure.

Early applications are encouraged. We reserve the right to interview and appoint prior to the closing date of the advertisement, should we identify an appropriate candidate.

University Academy Holbeach is committed to the safeguarding and promoting welfare of children and young people. All pre-employment checks undertaken are in line with “Keeping Children Safe in Education”.

All posts are subject to an enhanced DBS check and Child Protection screening.



How to Apply

If you wish to know more about this opportunity, need further information or would like to arrange an informal discussion, please contact Lauren Conboy (PA to Principal) using lauren.conboy@uolat.co.uk who will arrange this.

Closing Date: Monday 27th April 2026 (9am)

Apply on MyNewTerm and complete all sections in full.



Interviews: TBC

References will be obtained after shortlisting and prior to interview.
Please ensure that contact details are accurate.

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Senior IT Technician Job Description

Ambition | Inclusion | Integrity

Job Title: Senior IT Technician
Salary: G8.22 (£35,412) to G8.25 (£39,152)
Start Date: As soon as possible
Reports to: Trust IT Lead

37 hours per week, 52 weeks per year



Job Purpose & Key Responsibilities

UAH is committed to safeguarding and promoting the welfare of children and young people and requires all staff to share this commitment.

The Role

- Provide day-to-day technical support to staff and pupils, resolving hardware, software and connectivity issues promptly.
- Maintain and develop the school’s network infrastructure, including switches, wireless access points, servers and firewalls, implementing changes as part of wider Trust strategies.
- Jointly administer Active Directory, Microsoft 365 and other key school systems, including user accounts and group policies in line with Trust directives.
- Oversee the deployment, maintenance and management of end-user devices, including laptops, tablets, interactive displays and printers.
- Aide the Trust IT Lead in planning and implementing IT projects, system upgrades and infrastructure improvements across the Academy.
- Ensure IT systems are secure, regularly patched and compliant with data protection and safeguarding requirements.

Specific areas of responsibility and key tasks

Main responsibilities, tasks and duties

- To provide IT support to all staff and pupils, diagnosing and resolving issues in a timely manner.
- To administer and maintain the school network, including LAN/WAN infrastructure, wireless systems, VLANs and internet filtering in line with Trust directives.
- To manage Windows Server environments, including Active Directory, Group Policy, DNS, DHCP and file sharing.
- To manage Microsoft 365 tenancy, including user provisioning, Teams, SharePoint, Intune device management and licence administration.
- To maintain an accurate IT asset register and support the procurement, imaging and deployment of new equipment.
- To maintain and support the school MIS and other curriculum-facing systems, working with staff to resolve access and data issues.

	<ul style="list-style-type: none"> • To support and mentor less experienced IT staff, acting as a technical lead. • To monitor system performance, manage backups and ensure business continuity and disaster recovery plans are in place and tested. • To liaise with third-party suppliers, Trust IT staff and contractors, managing relationships and ensuring service level agreements are met.
Knowledge and skills	<ul style="list-style-type: none"> • GCSE Grade C / 4 or Level 2 equivalent in English and Maths. • Proven experience supporting and administering Windows Server, Active Directory and Microsoft 365. • Relevant IT qualification or certification (e.g. Microsoft Certified, or equivalent). • Experience supporting network infrastructure including switches, wireless and firewalls. • Communicate technical information clearly and effectively to non-technical users, both verbally and in writing. • Accuracy, reliability and a methodical approach to fault-finding and documentation. • Ability to interpret technical information, diagnose complex problems and implement effective solutions. • Ability to manage a support queue, prioritise incidents effectively and remain calm under pressure. • Strong organisational skills with experience maintaining IT asset registers, documentation and change logs. • Collaborative team player, willing to share knowledge and support colleagues across the Trust.
Personal Qualities	<ul style="list-style-type: none"> • Self-motivated – ability to work on own to achieve successful outcomes. • Prepared to learn new skills. • An understanding and ability to demonstrate the professional standards required when working in a school environment. • An awareness of the school aims and ethos and a willingness to actively engage in the Academy and wider Trust community. • Be able to carry out all duties to a very high standard.
Health, safety & discipline	<ul style="list-style-type: none"> • Promote the safety, wellbeing and safeguarding of pupils in accordance with the UOLAT Child Protection and Safeguarding Policies and Behaviour and Anti Bullying Policies, and any other relevant policies. • Work in accordance with all Trust and Academy policies, including those relating to Health & Safety Handbook and Policy.
Professional development	<ul style="list-style-type: none"> • To participate in professional development and Performance Management reviews in line with school policy. • To monitor action and self-evaluate, to learn from successes and mistakes. • To be committed to the philosophy of continuous professional development and undertake any additional training where required.

<p>Fulfil wider professional responsibilities</p>	<ul style="list-style-type: none"> • To contribute to maintaining the ethos, values and expectations of the Academy and to work to Academy Policy and established procedures.
<p>Requirements for all colleagues</p>	<ul style="list-style-type: none"> • Employees are expected to comply with any reasonable request from a line manager, Senior Leader or Chief Executive Officer to undertake work of a similar level that is not specified in this job description. • To undertake other duties that are in accordance with the purpose and grade of the post, as agreed with the Chief Executive Officer. • To be a positive role model and to take responsibility for promoting good standards of behaviour and conduct. • To work positively with colleagues, pupils, parents and external agencies, regardless of their gender, ethnicity, sexuality, age or disability. • To attend staff briefings, meetings and training sessions as required.

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Senior IT Technician Person Specification

Ambition | Inclusion | Integrity



Senior IT Technician Person Specification

a) Training and qualifications	Essential	Desirable
GCSE Grade C / 4 or Level 2 equivalent in English and Maths	Y	
Relevant IT industry certification		Y
Degree or HND in Computing, IT, or a related discipline		Y
b) Experience	Essential	Desirable
Significant experience in an IT support or network administration role	Y	
Hands-on experience administering Windows Server, Active Directory and Group Policy	Y	
Experience managing Microsoft 365 including Intune, Teams, SharePoint and Exchange Online	Y	
c) Professional Knowledge and Skills	Essential	Desirable
Ability to communicate technical concepts clearly to non-technical staff and pupils	Y	
Experience supporting and maintaining network infrastructure (switches, Wi-Fi, firewalls, VLANs)	Y	
Methodical, accurate and reliable approach to fault diagnosis, change management and documentation	Y	
Ability to analyse technical problems, interpret system logs and implement lasting solutions	Y	
Ability to manage and prioritise a busy support workload, remaining calm and effective under pressure	Y	
Strong organisational skills including asset management, documentation and project support	Y	
Collaborative team player who actively supports and develops colleagues' IT capability	Y	

d) Personal Attributes	Essential	Desirable
Self-motivated – ability to work on own to achieve successful outcomes	Y	
Ability to make decisions and use own initiative	Y	
Prepared to learn new skills	Y	
An understanding and ability to demonstrate the professional standards required when working in a school environment	Y	
Positive outlook and a sense of humour	Y	
An awareness of the school aims and ethos and a willingness to actively engage in the Academy and wider Trust community	Y	
Accept the need for continuing professional development	Y	
Be able to carry out all duties to a very high standard	Y	
Understanding the need for confidentiality	Y	
e) Safeguarding	Essential	Desirable
Knowledge of the statutory requirements of KCSIE together with experience of Child Protection and Safeguarding procedures	Y	
A commitment to the welfare and safeguarding of children and young people	Y	
Promote the welfare of young people	Y	
Commitment to form and maintain appropriate relationships and personal boundaries with young people	Y	

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. This post is subject to satisfactory references, which will be requested, prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical check, evidence of qualifications plus verification of the right to work in the UK.

We will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

Whilst every effort has been made to outline the key duties and responsibilities of the role, it is not an exhaustive list. The duties and responsibilities of the role may vary from time to time, commensurate with and without changing the general character of the duties or the level of responsibility entailed and would not in itself justify a reconsideration of the grading of the post.



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