



The Heys School



# Senior ICT Technician Recruitment Pack The Heys School



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**MAXIMISE OUR POTENTIAL, TO BE  
THE BEST WE CAN BE, EVERY DAY.**

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Maximising Potential | [www.rowanlearningtrust.com](http://www.rowanlearningtrust.com)



## How to Apply

Please submit the enclosed application form and a supporting statement of no more than two sides of A4 outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to [s.bramah@theheys.school](mailto:s.bramah@theheys.school)

Interview Date: to be confirmed

## Welcome



*Dear Applicant,*

*Thank you for your interest in the post.*

*We are seeking to appoint a dedicated and enthusiastic individual who is ambitious and has an excellent work ethic to join our team.*

*We promote a culture of high expectations, within a supportive environment, based upon our core values of, 'Be Respectful, Be Kind, Be Determined'. These core values are intrinsic to the school; they form the basis of how we work together as a family and how pupils are rewarded for the fantastic things they do.*

*To help you decide if the job would suit you, please find enclosed some details, which we hope will give you a flavour of what The Heys School and The Rowan Learning Trust are about.*

*If your values and ambitions mirror ours and you believe you can deliver our vision to maximise our potential, to be the best we can be, every day, then we would be delighted to receive an application from you.*

*Visits to our school are welcome and can be arranged by contacting Sean Bramah on 0161 773 2052 or email [s.bramah@theheys.school](mailto:s.bramah@theheys.school).*

*We are committed to safeguarding all members of our community; therefore, all posts are subject to enhanced disclosure procedures and pre-employment checks.*

*Yours faithfully,*

Mr P McKendrick

Headteacher  
The Heys School



# The Heys School



We are a smaller than average school with a family feel. We know our students' well and do all we can to ensure they have every opportunity to make the most of themselves and **maximise their potential, to be the best they can be, every day.**

At The Heys School, we focus on students' academic progress and believe that it is important to develop the child as a whole. We offer several different pathways to support our students and work with a number of local providers to ensure they have every opportunity available to them. We are passionate about developing well rounded students who have a clear focus on their future goals.

The Heys School is a diverse and exciting place to work and learn and our students always see this as a strength of the school. Our students believe that at the Heys everyone is treated equally.

We have a clear focus on ensuring that our students make good and sustained progress, regardless of their starting point. We are so proud of the amazing things that our students achieve every day and we are constantly looking for new ways to celebrate their successes.

We believe that education is a journey and we are committed to ensuring every student has the skills to meet the obstacles they face head on. We believe in the importance of grit, perseverance and resilience and of showing our pupils the value of getting back up and trying again if they don't succeed the first-time round.

In the Heys family we value determination, respect and above all kindness. We are looking for committed staff who value the sense of family and are determined to support our pupils in any way they can.

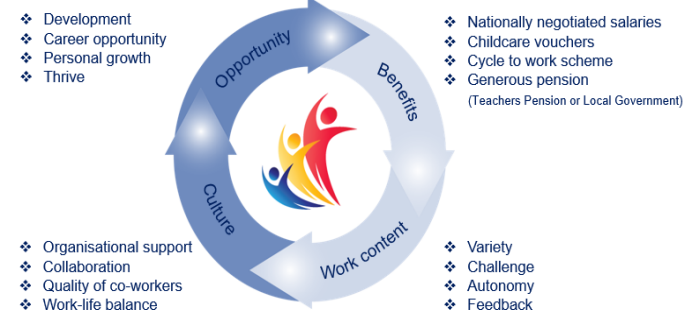
# The Rowan Learning Trust

The Rowan Learning Trust (RLT) was established as a Multi-Academy Trust in 2012 to maximise potential of all children, students and adults in our schools and to support them in their journey to become outstanding.

Currently the RLT family comprises nine schools: three high schools, an all-through alternative provision academy and five primary school. Together we share a set of common values:

- Mutual respect
- Fairness
- Equality of opportunity
- Individual growth
- Kindness

We believe in an inclusive workplace – one that is built on fairness, merit and respect to help our employees perform to their greatest potential.



# Job Description

## Senior ICT Technician

Reports to:	Systems/service Manager
Location:	The Heys School, Heys Road, Prestwich, Manchester, M25 1JZ
Salary:	Grade 8, scale points 12-17 (£26,421 - £28,770) Full Year
Hours:	37 Hours per week – Full year

### Main Duties and Responsibilities

- Carry out daily / weekly / monthly checks on school systems as agreed.
- Line manage the ICT Technicians, monitoring their training and development.
- Act as second-line support for ticket escalation.
- Manage the IT Consumables and sundries budget for the school.
- Work with the IT Support Managers on larger Trust-wide projects.
- Carry out day-to day IT Support duties for the school.
- Play an active role in formulating the 3–5-year IT strategy.
- Lead on creating a cyber aware culture with staff and students.
- Ensure backups are consistent and viable.
- Deliver the agreed 3-5 year IT strategy within the agreed budget.
- Ensure endpoint protection is maintained and up to date on all devices.
- Ensure endpoints are patched appropriately with the latest updates.
- Be aware of and follow the Trust Cyber Response Strategy when appropriate.
- Ensure physical security of the network by ensuring unauthorised devices are not connected to the production environment.
- Follow and implement the Trust Digital Strategy and follow the Standard Operating Procedures to help deliver it.
- Provide technical Arbor support for the school.
- Assist cluster support manager in maintaining the infrastructure including server, networking and backup environments.
- Liaising with IT Support Manager and follow procedures in procurement for the school.
- Maintain asset database for all equipment.

### SUPPORT FOR THE CURRICULUM

- Perform routine fault repairs of software and hardware
- Perform network fault-finding and diagnosis as required
- Install new software and peripherals as required
- Install and maintain software and hardware as required
- Manage and maintain adequate stock levels of consumables
- Help teaching and support staff with advice regarding software and hardware as required
- Timely and accurate preparation and use of specialist equipment / resources / materials as required by staff / curriculum etc.
- Develop and maintain accurate records and documentation for all systems
- Liaise with third party support providers as appropriate
- Provide support to local schools to meet agreed SLAs
- Investigate and research new technologies, hardware and software and assist in the implementation
- Deliver training to teaching and support staff in the use of school systems
- Leading at school level on the migration of data and systems to the cloud environment
- Actively engage with staff throughout the migration process and afterwards
- Support the school's move to cloud first by providing support for staff and students
- Actively participate in training opportunities and further development of the cloud first environment
- Collaborate with colleagues across the Trust
- Monitor and prioritise IT helpdesk tickets
- Support the remote learning provision in school
- Continuously improve the service based on feedback

### SUPPORT FOR THE SCHOOL

- Be aware of and comply with policies and procedures relating to child protection, health, safety and security and confidentiality, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all pupils have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/ work/ aims of the school.
- Appreciate and support the roles of other professionals.
- Attend relevant meetings as required.
- Participate in training and other learning activities as required.
- Assist with the supervision of pupils out of lesson times, for example extra-curricular activities, as required.

# Person Specification

## Essential Criteria

- Level 3 or higher qualification in an IT-related subject
- GCSE grade C or above (or equivalent) in English and Maths
- Full UK driving license
- Significant experience of working in an IT Support Environment.
- Significant experience of server management.
- Significant knowledge of PC Hardware/Software & Network Systems/Printers
- Sound knowledge of Active Directory, Server 2012/ 2016/ 2019, Windows 10/ 11 etc.

## Desirable Criteria

- Degree-level qualification in an IT-related subject
- Experience of working in a school environment.
- Experience of working with
- Knowledge of major Microsoft cloud-based back-office systems including Azure AD, Exchange, SharePoint/OneDrive, Security & Compliance, Intune, Autopilot, Teams, etc.
- Evidence of experience managing projects
- Logical approach to problem solving
- Experience of working with Apple technologies (iPods, iPads, iMacs etc.)
- Knowledge of imaging and software deployment techniques (SCCM, Intune)
- Must enjoy seeing jobs through to completion
- Must be able to work on own initiative, and to specific deadlines
- Excellent communication skills
- Positive attitude
- Patience and determination
- Be able to work with and around staff and students in a school setting
- Flexibility
- An empathy with children
- Approachability
- The ability to organise workload.
- The ability to work without direct supervision.
- The ability to work as a member of a team
- The ability to effectively supervise others
- The ability to maintain confidentiality.
- Excellent attendance and punctuality record.

# How to Apply

Please submit the enclosed application form and a supporting statement of no more than two sides of A4, outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be returned electronically to [jobs@theheys.school](mailto:jobs@theheys.school).

Alternatively send a hard copy to:

Sean Bramah  
HR Officer & Cover Lead  
The Heys School  
Heys Road  
Prestwich  
Manchester  
M25 1JZ





The Trust will 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.

All appointments are subject to satisfactory references, proof of qualifications and eligibility to work in the UK.

The Trust is committed to safeguarding and promoting the welfare of all children and young people and expects all staff to share this commitment. An enhanced DBS check will be required.



The Rowan Learning Trust

Registered Office: Carr Lane, Wigan, WN3 5NY

Company Number 8010464

## JOB APPLICATION FORM FOR SUPPORT STAFF IN SCHOOLS

*The School and Governing Body are committed to equal opportunities in employment and welcome applications from all sections of the community.*

HEYS ROAD,  
PRESTWICH,  
MANCHESTER.  
M25 1JZ

**TELEPHONE:** 0161 773 2052

**EMAIL:** [jobs@theheys.school](mailto:jobs@theheys.school)

### 1. POST APPLIED FOR

<b>Post Applied For:</b>			
<b>School:</b>	The Heys School, Heys Road, Prestwich, Manchester. M25 1JZ		
<b>As advertised in:</b>		<b>On date:</b>	

### 2. PERSONAL DETAILS

<b>SURNAME:</b>		<b>FORENAMES:</b>	
<b>TITLE: (Optional)</b>		<b>Date of Birth: (Optional)</b>	
<b>Address:</b>			
<b>Postcode:</b>		<b>Mobile No:</b>	
<b>Telephone No:</b>		<b>National Insurance No:</b>	
<b>Email:</b>			

### 3. CURRENT POST

<b>CURRENT EMPLOYER:</b>			
<b>JOB TITLE:</b>			
<b>DATE OF APPOINTMENT:</b>		<b>SALARY:</b>	
<b>NOTICE PERIOD:</b>			
<b>MAIN DUTIES AND RESPONSIBILITIES</b>			
<b>Reason for this application</b>			

### 4. PREVIOUS WORK EXPERIENCE

<b>NAME OF EMPLOYER</b>	<b>Dates of employment</b>		<b>Post(s) held</b>	<b>Reasons for leaving</b>
	<b>From</b>	<b>To</b>		





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**5. OTHER RELEVANT WORK EXPERIENCE**

Post	Dates		Employer	Grade/Salary	Reason for Leaving
	From	To			

**6. GENERAL EDUCATION**

School	From	To	Qualifications – Grades, awarding bodies and dates



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**7. FURTHER AND HIGHER EDUCATION**

Name of College/ University	From	To	Qualifications – Grades, awarding bodies & dates

**8. ANY OTHER RELEVANT QUALIFICATIONS**

Please give details of any other relevant qualifications you have for this post.

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**9. ADDITIONAL INFORMATION**

(i)	Are you related to, or a close friend of, any member of the Board of Trustees? If yes, please state relationship.
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(ii)	Have you left any previous job for the reason of redundancy or are you in receipt of an occupational pension? YES/NO. If yes, please give details, including dates, post held and employer.
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(iii)	Have you ever been dismissed from any previous employment on the grounds of misconduct or incapability? YES/NO If yes, please give details of dates and resources.
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(i)	Do you hold a current and valid driving licence? YES/NO Please state category.....
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(ii)	The Rowan Learning Trust is committed to providing equal opportunities and supporting all applicants. If you require any reasonable adjustments to allow you to participate in the application process, please let us know. Do you require any reasonable adjustments? YES/NO
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	Do you have any unspent conditional cautions or convictions under the Rehabilitation of Offenders Act 1974? YES/NO
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	Do you have any adult cautions (simple or conditional) or spent convictions that are not protected as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2020? YES/NO
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	In line with Keeping Children Safe in Education, The Rowan Learning Trust will undertake general online searches for all shortlisted candidates which may include social media and video platforms. Online searches will only examine data which is publicly available, and the aim is to identify any incidents or issues. Any areas of concern will be discussed during the interview process.
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	The information provided by you will be used for pre-employment recruitment monitoring and checks only and will supplement or form part of your application.
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	To enable the check to be undertaken, it would assist if you could detail your username for the relevant social media platforms below:
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|--|--|
|  | <ul style="list-style-type: none"><li>- Facebook</li></ul> |
|--|--|

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>- Instagram</li></ul> |
|--|---|

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>- Twitter</li></ul> |
|--|---|

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>- LinkedIn</li></ul> |
|--|--|

- |  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>- TikTok</li></ul> |
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- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>- Youtube</li></ul> |
|--|---|

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**10. STATEMENT IN SUPPORT OF APPLICATION**



Please attach a supporting statement, indicating any matters which you feel may be relevant to this application. Please head additional documentation with your name and post applied for.

### 11. REFERENCES

Please state the names and addresses and telephone numbers of two persons from whom references may be obtained. **One must be your current or most recent employer.** In the absence of previous employment experience, a reference from your last place of full-time education will be a suitable alternative.

REFEREE 1				REFEREE 2			
Please provide name and address				Please provide name and address			
TELEPHONE NUMBER:				TELEPHONE NUMBER:			
EMAIL:				EMAIL:			
Reference Type: (Please circle)	Employer <input type="checkbox"/>	Education <input type="checkbox"/>	Character <input type="checkbox"/>	Reference Type: (Please circle)	Employer <input type="checkbox"/>	Education <input type="checkbox"/>	Character <input type="checkbox"/>
Please note that we will contact these referees if you are short-listed for this post and seek reference before interview.							

### 12. FURTHER INFORMATION FOR CANDIDATES

- i) In the interests of the protection of children, all posts are subject to enhanced criminal record and other relevant disclosures through the Disclosure & Barring Service (DBS). A criminal record will not necessarily prevent you from obtaining a position.
- ii) Please note that it is the policy of the Trust and the Governing Body to preclude employment of persons over the age of 65.
- iii) You will receive no further communication unless selected for interview. If you have therefore not been contacted within three weeks of the closing date for applications, you should conclude that, unfortunately, you have been unsuccessful on this occasion.
- iv) Under the Data Protection Act, the Trust and the Governing Body will use the information given for the purpose of recruitment and selection. Strict confidentiality will be observed and if you become an employee, the information will be used for personnel, pay and pensions administrative purposes only.

**THANK YOU FOR YOUR INTEREST SHOWN IN THIS APPOINTMENT**

### 13. DECLARATION

To the best of my knowledge and belief all the particulars I have given are true. I understand that any false statements may disqualify me from employment or render me liable for dismissal. I also understand that no offer of employment made to me will be binding unless confirmed in writing.



I also understand that this post is subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check and to satisfactory medical clearance and the provision of documentary evidence (e.g. NI Number) that shows I am entitled to work in the U.K.

Signature:.....

Date:.....

