

ICT Technician

Candidate Pack

Salary: NJC MAT 5, Scale Points 11 – 17 (£27,269 – £30,060)

Contract Type: Permanent

Contract Term: All year round

Location: The Heath School, Clifton Road, Runcorn, WA7 4SY



ICT Technician

Salary

£27,269—£30,060 NJC 11-17

Contract Type

Permanent

Hours

37 hours per week—all year round

Closing Date

20th July 2025

At The Heath School, we care for our staff, as we care for our students, their health and well-being are paramount as we understand the pivotal role our staff play in the development of our school and its students. Our staff work incredibly hard but equally, we work hard to ensure their work is as effective as possible.

We are seeking an outstanding, enthusiastic, and inspirational **ICT Technician** to join our dynamic team at The Heath School. This is an exciting opportunity to inspire students, work alongside great staff and contribute to the wider opportunities we offer our young people.

Our school sits in the heart of the community of Runcorn and has been an extremely popular choice for students and parent/carers for many, many years. We are oversubscribed with 1200 students on roll. We have consistently been the highest performing school in the area, outcomes have been extremely positive and are in line or above national average and students have moved on to achieve their aspirations. However, we do not pride ourselves only on our academic performance but on our student-centred approach and the range of opportunities we provide our students through our curriculum and through our extra-curricular offer. That is The Heath Standard.

About The Heath Family Trust

Our school is a member of the Heath Family Trust alongside seven schools across the north west. We are highly collaborative and supportive of each other. Continuous professional development is driven by the Trust and we have a strong offer for staff at all stages of their development. We are part of a local strategy focussing on increasing choice and diversity in education encompassing innovative approaches to curriculum, teaching and learning, leadership and management. We place an emphasis on talent management, developing leaders and enhanced professional development for all staff.

The Heath Family (NW) is committed to safeguarding and promoting the welfare of children, and we will check the suitability of staff to work with children. Applicants must be willing to undergo an enhanced Disclosure and Barring Service check and overseas police checks (where applicable).

Job Description

Under the guidance of the ICT Manager, the ICT technician is responsible for the management and development of ICT and services that support the main school

The post holder will support the ICT Manager in planning by focusing on using best practice to improve efficiency and security, reducing ICT costs while increasing productivity and enhancing teaching and learning practices through equipment and systems.

Areas of responsibility will include:

- **SLA Delivery:** Delivery of services in accordance with the Trust SLA
- **Support Services:** Manage the provision of high-quality, effective ICT support services across the school.
- **Infrastructure:** Manage the data network, ICT infrastructure, telecommunications systems and cyber security requirements, and data ecosystem.

Technical Responsibilities:

- Setup and Maintain school-based devices (Windows 10/11, iMacs, iPads).
- Maintain Microsoft 365 (Office Apps, Microsoft Teams, OneDrive, SharePoint, Microsoft Entra (Azure), Microsoft Intune) including back-ups.
- Assist with school-based Windows Servers (2016, 2019, 2022) including Active Directory, Group Policy, DNS, DHCP, Azure AD Connect including relevant backups, switches and routers.
- Maintain and monitor Web Filtering and Firewalls.
- Administration of the network across the school to ensure user needs are met.
- Management of School Apple Manager for the school.
- Monitor and maintain school VOIP systems (3CX) and SBC server.
- Monitor and maintain the Wifi network for the school.
- Monitor and maintain CCTV System and door access control across the school.
- Support with MIS system.
- Knowledge of and ability to support Linux eg ESXI, SBC.
- Support Exams and tailor settings per Exam.
- Provide support for ICT provision coordinating maintenance and repair programs to ensure equipment is accessible and available.
- Support on other specialized software such as Adobe Creative Cloud Suite etc.
- Support on specific software and equipment that can assist in curriculum enrichment.
- Ensure that disaster recovery processes are followed when necessary.

Cyber Security:

- Knowledge and understanding of DfE Cyber Security Standards for education.
- Assist in any data breaches that relate to ICT.
- Facilitate and participate in cyber security best practices led by the ICT Manager

Job Description

Project Management:

- Assist in projects and their implementation.

Regulatory Compliance

- Work with the ICT Manager to stay informed about and interpret relevant laws, regulations, and policies affecting the school.
- Assisting with compliance with these regulations.
- Notify the ICT Manager of potential areas of compliance vulnerability and risk.

Policy Development and Implementation:

- Following internal policies and procedures to ensure compliance
- Ensuring other record-keeping processes are followed and kept up to date.

Support and Awareness

- Support to staff on compliance requirements and procedures in line with the direction of the ICT Manager.
- Raising awareness of compliance issues and promoting a culture of compliance.

Risk Management:

- Identifying compliance risks and working with the ICT Manager to mitigate against these.
- Monitoring and reviewing compliance activities with the ICT Manager.

Data Protection:

- Ensuring compliance with data protection regulations (e.g. GDPR).
- Protecting the privacy of students and staff data.

Communication and collaboration:

- Effectively communicate ICT issues to users to ensure they are aware of and understand updates/issues relevant to their roles.
- Collaborating with other departments and external agencies/stakeholders.

The postholder will be required to travel to any schools within The Heath Family (NW).

- Be aware of, and comply with, policies and procedures relating to safeguarding, health and safety, confidentiality, and data protection, reporting all concerns to an appropriate person.
- Be aware of and support difference and ensure all students and staff have equal access to opportunities to learn and develop.
- Contribute to the overall ethos/work/vision and values of The Heath Family (NW)
- Attend and participate in meetings outside of normal working hours.
- Participate in training and other learning activities as required.
- Recognise own strengths and areas of expertise and use these to advise and support others.
- Other duties agreed from time to time by the post holder with their Line Manager.
- Play an appropriate part in safeguarding procedures, such as relating relevant factual information and recording/reporting disclosures to the designated teacher/relevant professional.

This job description is not necessarily a comprehensive definition of the post. It will be reviewed at intervals, and it may be subject to modification or amendment at any time after consultation with the holder of the post.

Person Specification

PERSON SPECIFICATION – ICT Technician		
CATEGORY/ITEM	ESSENTIAL	DESIRABLE
Qualifications, Knowledge & Experience		
CCNA or equivalent qualification	X	
Experience of Intune, Azure and Entra knowledge	X	
Experience of working to Policy and Procedures	X	
Experience of networks and services	X	
Experience of working with third party service providers	X	
Understanding of Project Management	X	
Understanding of safeguarding in a school context	X	
Experience of working in a school or other educational setting	X	
Experience of Sharepoint	X	
Power BI and AI Knowledge		X
Powershell scripting		X
Skills, Abilities and Personal Qualities		
Ability to prioritise tasks, manage time effectively and meet deadlines	X	
Ability to cope effectively in a busy, demanding role	X	
Proven ability to maintain confidentiality in all aspects of work	X	
Ability to manage stakeholders and third-party service providers	X	
Excellent communication skills both oral and written	X	
Able to provide a high level of customer service to stakeholders	X	
Able to use own initiative within a busy, diverse team	X	
Flexible approach to working hours and positive attitude to work	X	
Suitability to work with children		
Enhanced DBS clearance is required for this position	X	

How to Apply

Applicants must have relevant qualifications and experience related to this role, please ensure that you meet the person specification before applying.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Appointment is subject to a satisfactory enhanced disclosure from the Disclosure and Barring Service and references. The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

We ask that you do not send CVs. Please email your completed application form and equalities monitoring form to recruitment@theheathfamily.org.uk.

Application closing date: 20th July 2025 12 noon

Shortlisting date: 21st July 2025

Interview date: 1st August 2025

About the Trust



Our work at The Heath Family Trust is rooted in our mission, our values and in a commitment to giving our pupils the best start in life. We collectively hold ourselves and each other to the highest standards. You will thrive in an environment that values **clarity** in communication and purpose, fosters **collaboration** across all levels, and champions a culture of **accountability**.

Academic rigour is our priority. We achieve this by ensuring our work is thorough and of the highest intellectual integrity.

✓ WHY WE EXIST: A SHARED PURPOSE

To empower our children to overcome barriers, be able to compete with the best, and shape the future.

✓ HOW WE BEHAVE: THE HEATH FAMILY VALUES

With kindness: we look out for each other.

With integrity: we do the right thing.

With tenacity: we do what it takes.

✓ WHAT WE DO

We lead schools in the North West to maximise attainment and nurture confident, resilient and compassionate individuals.

We Offer:



- ✓ An opportunity to work in a values driven organisation and be part of a welcoming and dedicated team
- ✓ Support and training so that you can flourish in your role
- ✓ Recognition of the importance of a work life balance and employee wellbeing
- ✓ Car lease scheme
- ✓ Cycle to work
- ✓ Appropriate pension scheme
- ✓ Employee Assistance Programme (EAP)

