



## **West Hatch High School**

***a Specialist Business and Enterprise School***

**"THE BEST THAT I CAN BE"**

Headteacher: Mrs V Schaefer BA (Hons), MA, PGCE (Cantab), MCCT

# **IT Technician**

**Required ASAP**

**37 hours per week**

**(8.00 am to 4.00 pm - Monday to Thursday, 8.00 am-3.30 pm on Friday)**

**52 weeks per year**

**Scale 3, points 6 -7, Salary £25,989- £26,403 plus £1,045 fringe allowance**

The IT department at West Hatch School plays a central role in supporting teaching, learning, and the day-to-day running of the school. We provide technical support for staff, students, and classrooms, while maintaining the systems and infrastructure that keep the school operating effectively. The work is varied and fast-paced, with no two days quite the same. We work closely with teachers and support staff, so the department places a strong emphasis on communication, patience, and customer service alongside technical ability.

We offer the following benefits:

- Newly built sports hall with fully fitted gym available for staff use,
- Swimming pool available for staff use,
- TOIL scheme allowing staff to build time to take some term time days off,
- The Headteacher is passionate about staff workload and wellbeing and holds regular wellbeing meetings with staff.
- Flexible working requests will be considered.

At West Hatch we believe in building strong relationships with students and going the extra mile to support students' successes both in and outside of school.

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in the commitment. This appointment is subject to an enhanced DBS check and positive references.

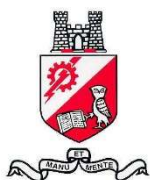
Further details about this post and an Application Form are available by visiting our School website at [www.westhatch.net](http://www.westhatch.net).

If you require additional information, please contact [recruitment@westhatch.net](mailto:recruitment@westhatch.net)

Closing date: Monday, 15<sup>th</sup> June 2026 by 12.00 pm.

Based on the quality and quantity of applications received, West Hatch High School reserves the right to close this vacancy sooner than the specified closing date.

Therefore, early applications are encouraged.



# West Hatch High School

<b>JOB DESCRIPTION:</b>	IT Technician
<b>Responsible to</b>	Headteacher
<b>Line Manager</b>	Network Manager
<b>Grade</b>	Scale 3, points 6-7
<b>Hours</b>	37 hours a week (8:00 am to 4:00 pm, 3.30 pm on Friday), 52 weeks per year

The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share in this commitment. The appointment is subject to an enhanced DBS check.

## **Purpose of Job**

As part of the Information Systems Team to provide assistance/support to the Information Systems Manager, teaching staff and pupils. To be responsible for the general maintenance and efficient working of ICT equipment.

## **Main Duties and Responsibilities**

- To check IT Suites each day to ensure everything is tidy and in good order. Log, repair and replace where necessary.
- To support teaching staff/pupils in the technical aspects of ICT including the use of their own devices.
- To assist with the installation of hardware and software.
- To support teaching staff in the day-to-day use of Management Information Systems
- To troubleshoot non-routine problems and carry out testing to resolve, documenting final outcome and method.
- To undertake maintenance repairs of IT hardware where required.
- To proactively repair any simple faults and log more complicated faults on the help desk as appropriate.
- To maintain computer files by updating/deleting information as appropriate.
- Assist staff/pupil with software and any issues they are experiencing.
- To be responsible for maintaining and updating the school website and Gateway.
- To be responsible for creating and coding ID cards for staff and students.
- To maintain the ICT disposals/scrapped equipment register and consumables stock lists.
- To maintain printers and photocopiers, replacing parts/toners where required.
- Encrypt laptops and removable media to ensure General Data Protection guidelines are met.

**Professional standards:**

- To undertake any training commensurate with the post.
- To participate in the performance and development review process, taking personal responsibility for identification of learning, development and training opportunities in discussion with line manager.
- To comply with individual responsibilities, in accordance with the role, for health & safety in the workplace
- Ensure that all duties and services provided are in accordance with the School's Equal Opportunities Policy
- The Governing Body is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share in this commitment.

These duties are neither exclusive nor exhaustive and the post holder may be required by the Headteacher to carry out appropriate duties within the context of their job, skill or grade.

The needs of the school are constantly evolving and all job descriptions are reviewed annually and subject to change to meet the needs of the school.

June 2026



# West Hatch High School

## IT Technician Person Specification

	Examples	Essential	Desirable
<b>Qualifications &amp; Training</b>	English/Maths GCSE (Minimum Level 4 or equivalent). Thorough understanding of Microsoft Operating Systems and Microsoft Office.	✓	
	Relevant Level 3 qualification. Child Protection and safeguarding training. Good understanding of GDPR and requirements.		✓
<b>Experience</b>	Experience troubleshooting hardware and software issues		✓
	Experience providing IT support in an educational or similar environment		✓
	Experience maintaining IT equipment such as PCs, laptops, printers, and peripherals		✓
	Experience supporting users with ICT systems including MIS platforms		✓
	Experience updating websites or digital platforms		✓
<b>Knowledge &amp; Understanding</b>	Strong understanding of ICT hardware including PCs, laptops, printers, and networked devices		✓
	Ability to install and configure software		✓
	Ability to diagnose and resolve technical issues independently and efficiently		✓
	Knowledge of data protection requirements including encryption and secure handling of devices		✓
	Ability to maintain accurate records including asset registers and consumables lists		✓
	Basic networking knowledge — Wi-Fi, cabling, device connectivity		✓
	Understanding of MIS systems such as SIMS		✓
	Basic coding or digital content skills for ID card creation and website updates		✓
<b>Personal Qualities</b>	Strong communication skills with staff, pupils, and external providers	✓	
	Ability to work proactively and use initiative to resolve issues	✓	
	Good organisational skills with the ability to prioritise tasks	✓	
	Commitment to safeguarding and promoting the welfare of children	✓	
	Ability to work as part of a team within the Information Systems department	✓	
	Patience and a supportive manner when assisting users of varying technical ability	✓	
<b>Other Requirements</b>	Willingness to undertake training relevant to the role	✓	
	Flexibility to meet the needs of the school	✓	