



# Welcome to our Trust

## ICT Technician - Recruitment Pack

Aspiration   Community   Empowerment   Inclusivity



# Contents

02

Welcome from the Chief Executive Officer

03

Our Values

04

About Anglian Learning and the  
Technical Services Team

06

Working for Anglian Learning

08

Role Summary and Job Description

11

Person Specification

13

How to Apply

# Welcome to Anglian Learning



Thank you for your interest in the position of ICT Technician.

Anglian Learning is an ambitious, forward-looking multi-academy trust. Our members share the firm belief that all young people deserve to have access to an excellent education and exciting opportunities, which in turn will help prepare pupils to thrive in their local, national and global communities.

This is reflected in our Core Purpose of Transforming Together to enable inclusive and aspirational learning in every classroom, empower leaders across every academy, and ensure inspiring opportunities and educational success for our learners, people and communities.

Our organisation has been founded on strong collaborative and trusting relationships, where everybody is committed to sharing their successes, but equally open to innovative ideas and alternative perspectives. We also passionately believe that our most valuable resource is our people, and if you apply and are successful in your application, we promise to develop and support you in your career, as well as provide a caring, friendly environment in which to work.

For an informal discussion regarding this role, please contact please contact the Director of ICT through [rmayer@anglianlearning.org](mailto:rmayer@anglianlearning.org).

I hope that you find the following information useful. If you wish to make an application for this vacancy, please see the instructions within.

We look forward to hearing from you.



**Jonathan Culpin,  
CEO, Anglian Learning**

# Our Values:

## Aspiration

We are ambitious for ourselves and all those in our community to be the best we can be



## Community

We underpin our relationships with a culture of support, respect and trust, recognising we are stronger together

## Empowerment

We enable our academies, staff and learners to embrace new ideas and think creatively

## Inclusivity

We believe in equality of opportunity, celebrating everyone's differences and supporting learners of all abilities from all backgrounds

# About Anglian Learning

Founded in September 2016 of four community-facing secondary schools seeking to share knowledge and provide mutual support, Anglian Learning has grown over the past nine years to be one of the leading school trusts in the region.

Educating more than 11,000 pupils and employing over 1,500 staff across three counties and twenty-two academies, the Trust's mission is to enable inclusive and aspirational learning in every classroom, empower leaders across every academy, and ensure inspiring opportunities and educational success for all of our learners, people and communities.

Alongside this, the Trust remains committed to its heritage which is rooted in local communities and several of our schools provide adult learning opportunities and support for local groups and societies. We also operate our own sports centers under the banner of Anglian Leisure. Local, high quality and representative governance of schools is a key aspect of our leadership structure and we are recent winners of the NGA National Outstanding Governance Award as a reflection of this commitment.

In addition to our commitment to celebrating our community ethos, we believe strongly in empowerment: of pupils, our people and, crucially, our leaders. As recent research has reiterated, Headteachers and Principals are incredibly influential in the success of schools and of their learners. The role of the Trust is therefore to provide the environment in which our leaders can grow, develop and flourish in their role. Our shared services team provides extensive, expert and rapid advice and support in Human Resources, Finance, ICT, Estates and Operations. Therefore, our school leaders have the space and focus to drive school improvement in the curriculum, teaching, behaviour and in establishing the healthy culture and ethos that underpins this.



**Educating more than  
11,000  
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**Employing over  
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**3  
counties**

**22  
academies**

# Technical Services Team

The Technical Services Team at Anglian Learning is centralised in structure and operates in geographically distributed fashion with teams based across the secondary schools of the Trust.

The purpose of the Anglian Learning Technical Services Team is to:

- Support students, staff and governors in their use of ICT.
- Design, implement, manage and administer central systems.
- Develop new facilities to enhance existing systems or provide a solution to a need.
- Advise Trust and school leadership teams on new developments in technology that could enhance student learning, the work of teachers and the administrative and community focused functions of the organisation.
- Maintain the highest standards of ethical, moral and legal practice in all aspects of its work.

A group of several Trust ICT Managers are each responsible for a cluster of schools and take on specialisms in certain technical areas to laterally lead across the team. Together with some Assistant Trust ICT Managers, Director of ICT and Deputy Head of ICT, they form the Technical Services Leadership Team. TSLT are embedded within school communities, liaise closely with school leaders, set policies and define the strategic technical direction of the organisation.

Senior ICT Technicians take on a 2nd line role and together with the ICT Technicians and Junior ICT Technicians primarily focus on the critical work of user support, but also have a variety of opportunities available for professional development. The team are fortunate to also have a Technical Services Administrator who provides support across a range of administrative functions, including coordinating regular recharges, overseeing the website portfolio, supporting user on-boarding and providing capacity on the Helpdesk.

The team close around 15000 user tickets each year and supports a wide variety of end user technologies from Apple, Google and Microsoft, with M365 forming the basis of the Trust's communications strategy. Keeping a concise but flexible portfolio of central services, the team also develops systems internally, where appropriate, including the Trust's own Visitor Management System, User Provisioning services and Single Central Record reporting tool.

Prospective Technical Services colleagues can expect to join a dynamic, friendly, forward-thinking team who are committed to providing the very best experience they can to the students, staff and communities users that utilise ICT across the Trust's 22 school schools.

# Working for Anglian Learning

One of our core principles is that we constantly strive to build a healthy organisational culture, central to which is making sure we are a learning community where everyone can achieve their potential. We create a strong sense of belonging and a place where staff feel appreciated and fairly rewarded for the work they do. We are a flexible employer that supports colleagues to balance their lives and recognises how staff give back to our young people.

## Staff survey

Our most recent staff survey indicated that a high proportion of staff:

- Feel as though they belong within Anglian Learning
- Agree that they are provided with relevant opportunities for professional development
- Feel that there is a positive culture of psychological safety within their school
- Have high levels of job satisfaction and happiness at work
- Would recommend our organisation as a great place to work
- Almost all staff who responded to the survey feel part of a team within their school and can rely on colleagues for support when needed.

Joining Anglian Learning comes with a myriad of benefits, fostering both personal and professional growth. Our coaching and mentoring programmes are designed to offer tailored support that enhances your skills and career development. For further information about the opportunities available for this role please contact Richard Mayer, Director of ICT, on [rmayer@anglianlearning.org](mailto:rmayer@anglianlearning.org).

# Benefits

Other benefits and support available to all Trust employees include:



Career Average  
Revalued Earnings  
Pension Scheme  
(CARE)



Cycle to Work Salary  
Sacrifice Scheme



Free membership to all  
Anglian Learning Sports  
Centres



20% discount on  
Anglian Learning Adult  
Education Courses



Professional Development  
Scheme Policy



Employee Assistance  
Programme



Specsavers VDU Vouchers



Boots Flu Vouchers



Perkbox – a benefit, reward and  
recognition platform offering a  
wide range of discounts on high  
street and online shopping

# Role Summary

The ICT Technician plays a vital role in delivering an efficient, professional, and people-focused ICT service across Anglian Learning's Trust-wide projects.

Reporting to the cluster's Assistant Trust ICT Manager, the successful candidate will be based at Joyce Frankland Academy and provide front line ICT support service to the staff and students within the cluster's schools. As part of the wider Anglian Learning Technical Service Team, the candidate will have access to a wide range of knowledge and support within this structure, but should also be able to work independently.

This is a really exciting time to join the Anglian Learning Technical Services Team as this centralised service develops and strives to deliver an excellent experience of technology to its school communities.

<b>SALARY:</b>	Scale 5 pt 12-17 (£28,598 - £31,022pa)
<b>HOURS:</b>	Full time 37 hours per week/ 52 Weeks per year
<b>PENSION:</b>	LGPS Pension Scheme
<b>ANNUAL LEAVE:</b>	Starts at 25 days plus Bank Holidays, more for those with local government continuous service.
<b>DISCLOSURE LEVEL:</b>	Enhanced DBS
<b>LOCATION:</b>	School-based working 5 days per week. The office base will be at Joyce Frankland Academy, but occasional travel to other sites may be necessary, including the Marleigh Primary Academy.
<b>RESPONSIBLE TO:</b>	Assistant Trust ICT Manager

## MAIN RESPONSIBILITIES

- To provide first line support to users, diagnosing and resolving cases, escalating where necessary.
- To monitor the Trust's Helpdesk system and prioritise tickets, ensuring high quality advice is provided to end users in a timely manner.
- To take an active role in the maintenance of the client-side infrastructure, such as laptops, tablets, desktops, interactive whiteboards and projectors, including any 1:1 schemes, where such an approach is pursued.
- To undertake the setup of ad hoc audio/visual equipment, as needed, such as for interviews, presentations, theatrical productions or online meetings.
- To provide in-class support to students and staff, as well as the use of IT during exams, as needed.
- To contribute to hardware and software installations and upgrades, including the imaging of laptops and desktops.
- To assist with the maintenance of the central systems, which include but are not limited to file, domain, print, email, threat protection, classroom A/V, backup, wireless, intranet, CCTV, MDM, access control, service monitoring, signage, database, student monitoring, remote desktop, cashless catering, patch management and application deployment.
- To contribute to the maintenance of school websites and Sharepoint intranets, as required.
- To assist in the maintenance of the central ICT Asset Register and contribute to its general upkeep.
- To be aware of licensing, copyright, security and data protection regulations and supporting policies accordingly.
- To conduct one-to-one training with staff and students in aspects of ICT usage, as needed.
- To be mindful of systems security and compliance, raising any concerns through line management.

# Job Description

## ICT Technician



- To ensure that high standards of professional behaviour, performance and customer care are achieved.
- To participate as a full member of the Technical Services Team, mutually supporting colleagues across the Trust, which may involve occasional travel to other sites and being proactive in discussing developments that could enhance the service offering.
- To maintain own professional development and to participate and actively take part in the appraisal process of the Trust.
- To comply with individual responsibilities, in accordance with the role, for health and safety in the workplace.
- To comply with the Trust's Data Protection, ICT, Safeguarding and all other organisational policies and procedures.
- Other duties and responsibilities, express and implied, which arise from the nature and character of the role and are commensurate with the grade of the post.

## Qualifications, Training and Personal Attributes

### Essential:

- Educated to GCSE level (or equivalent qualifications / experience) with a good standard of general education.

### Desirable:

- Level 3 qualification in a related subject
- CompTIA A+ Certification

## Requirements

### Experience & Knowledge

#### Essential:

- Previous experience of working in a technical support role.
- Proficiency in the use of Microsoft Windows 10/11.
- Working knowledge of common user applications, including Microsoft Office.
- Experience of working with Microsoft 365.
- Knowledge of ICT hardware and software.
- A working knowledge of networking.
- An understanding of the diagnostic process.

#### Desirable:

- Working in a school or college context
- Windows Deployment Services
- Working with Google Workspace and ChromeOS.
- Working with Mac OS and iOS
- Experience of working within a Helpdesk environment and understanding of the associated workflows.
- An aptitude for web-based programming and development, ideally using PHP, JS, MySQL and HTML5.
- Access Control and CCTV systems management

### Professional Qualities

#### Essential:

- Organisational skills in relation to systems, users and equipment
- An eye for detail and aptitude for methodical record keeping
- Ability to work independently and collaboratively with colleagues
- Good communication skills, including the ability to patiently support and advise non-expert colleagues
- Ability and willingness to learn new skills

# Person Specification

## ICT Technician

### Requirements

- Flexibility in relation to tasks carried out within broad remit
- Ability to reliably maintain confidentiality
- An interest in education
- Commitment to the ongoing development of ICT provision in schools
- To be able to lead and take responsibility for projects
- Willingness to work within established frameworks
- Ability to train, teach and demonstrate skills to colleagues

#### Other requirements

- Highest levels of integrity and probity and a commitment to highest levels of effort, endeavour and focus on standards.
- Openness combined with commitment to good governance
- A commitment to safeguarding and promoting the welfare of children and young people
- Be able to travel regularly between Anglian Learning sites
- Flexibility and a willingness to work outside normal working hours when required to meet the requirements of the Trust
- Ability to prioritise and manage time effectively using initiative and problem-solving skills as required
- Energy and enthusiasm for the role and delivering a service that strives for excellence
- Commitment to personal and professional development
- Be a team player with the ability to work as a team as well as independently
- The ability to establish effective working relationships at all levels within an organisation and external to an organisation
- Resilient and able to meet deadlines
- Ability to prioritise multiple tasks and keep abreast of changing schedules and developments
- Enthusiastic, highly motivated with an enquiring mind and passion for excellence
- Commitment to personal and professional development

# How to Apply

## Dates

<b>CLOSING DATE:</b>	<b>Sunday 25<sup>th</sup> January 2026</b>
<b>INTERVIEW DATE:</b>	<b>TBC</b>
<b>START DATE:</b>	<b>As soon as possible (subject to safeguarding checks)</b>

\*We reserve the right to close this advert prior to the publicised closing date if we receive a high volume of suitable applications. Applications will be reviewed as received so please apply early to avoid disappointment!

If you are passionate about ICT, and meet the person specification, we invite you to apply for this exciting opportunity via <https://anglianlearning.org/join-anglian-learning/vacancies/>

To find out even more, have an informal discussion or arrange a visit to the Trust, please contact Richard Mayer, Director of ICT, at [rmayer@anglianlearning.org](mailto:rmayer@anglianlearning.org).

*We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks. Therefore, all posts within the Trust are subject to robust pre-employment checks including but not limited to an enhanced Disclosure and Barring Service check*

*This job does not entail work that would be considered regulated activity. This post is exempt from the Rehabilitation of Offenders Act. Our policies for Ex-Offenders, GDPR, Safeguarding and Recruitment can be found on our website: [www.anglianlearning.org](http://www.anglianlearning.org).*

*We value diversity and welcome applications from all, including those with protected characteristics under the Equality Act. Should you require reasonable adjustments to support your participation in an Anglian Learning recruitment campaign please do not hesitate to get in contact as we are happy to discuss your requirements.*

*Flexible working, including part-time hours and job shares, will be considered for all Anglian Learning roles with the exception of where this is not compatible with the business needs. Should you be interested in flexible working please indicate this on your application.*

*Privacy Notice for Job Applicants - <https://anglianlearning.org/information/data-protection-policies>*

*Please note where photo(s) of pupils are attached they were used under the legal ground of consent, for the purpose of preparing publications that promote the schools.*



# Get in touch

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