



Nunnery Wood High School

Aspire Strive Achieve



IT Systems Technician Application Pack November 2025

Closing date for applications: **Monday 1st December at 3pm**
Interviews: Applicants will be contacted to arrange an interview

For more information, contact the Systems Manager or arrange a visit.



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Nunnery Wood High School

Job Title:	Systems Technician
Location:	Nunnery Wood High School, Worcester
Salary:	Scale 3 (Pt 5) – Scale 4 (Pt 11) £ 25,883 - £ 28,143
Contract Type:	Full time, permanent 37 hours per week, 52.143 weeks per year Term time pattern of working is between 7.30-8.00am and 3.30-4.00pm Non-term time pattern arranged with the Systems Manager
Responsible To:	Systems Manager then Operations Manager
SLT Link:	Director of Business and Operations
Start Date:	As soon as possible

About Nunnery Wood High School

Nunnery Wood High School in Worcester is a vibrant and forward-thinking educational institution that offers a wealth of opportunities for both students and staff. It is oversubscribed and popular, reflecting its strong reputation in the community, with continued investment in both staff and facilities to maintain and enhance the quality of education and working environment. The school consistently achieves fantastic exam results and outstanding outcomes for all students, regardless of their starting point, demonstrating its commitment to excellence and inclusive education.

Situated on a spacious 15-acre campus, part of which forms a shared site with the adjacent Sixth Form College and Sport Complex, the school benefits from extensive facilities, including a fully equipped fitness suite, an all-weather outdoor pitch, and an athletics track. The school is also well-regarded in the community, which benefits from access to its theatre, large halls, and gym.

The school is committed to academic excellence, fostering traditional values such as politeness, hard work, and respect. Students are encouraged to explore their interests through a diverse range of subjects and extracurricular activities, creating a well-rounded education.

For staff, Nunnery Wood High School offers a supportive and inclusive work environment. Employees benefit from a host of amenities designed to promote well-being and work-life balance, including private health insurance, access to reduced rates at the on-site Nunnery Wood Sports Complex, free parking, electric vehicle charging points, and fitness suite. The school prides itself on its welcoming and friendly team, making it an excellent place to work and grow professionally.

Safeguarding Statement:

All staff at Nunnery Wood High School are committed to safeguarding and promoting the welfare of children. This role is exempt from the Rehabilitation of Offenders Act 1974 and amendments to the Exemptions Order 1975, 2013 and 2020. Any job offer will be conditional on the satisfactory completion of pre-employment safer recruitment checks, including an enhanced Disclosure and Barring Service check and barred list check.

Systems Technician Job Purpose:

This is an exciting opportunity to join a forward-thinking and collaborative Systems Support Team, playing a key role in delivering high-quality technical support across the school community and beyond.

As a Systems Technician, you'll provide first-line IT support to staff, students, Trustees, and parents - ensuring that systems and equipment are running smoothly and efficiently. From maintaining hardware and software to supporting events and online platforms, you will be central to ensuring technology enhances teaching, learning, and communication.

This role also involves supporting a local primary school under a service level agreement (SLA). You may be required to travel to provide on-site support, so flexibility, a helpful attitude, and excellent communication skills are essential.

You'll work closely with colleagues in the Systems Support Team and wider school staff, contributing to an IT service that is responsive, innovative, and focused on user experience. Whether helping with a software issue, setting up hardware for a school event, or maintaining system security, your work will directly support the daily life of the school and its extended community.

If you're a motivated, solutions-focused individual with a keen interest in IT and education, this role offers the chance to build your technical skills in a dynamic, supportive environment.

Key Responsibilities

General & Software Support

- Prioritise and action requests from the systems support helpdesk, escalating as needed.
- Provide technical support via phone, video, remote access, and in person.
- Respond to support requests in line with school procedures and service expectations.
- Identify and resolve immediate issues where possible; follow up to ensure long-term solutions.
- Produce clear and user-friendly guidance materials to assist the school community in using ICT resources.

Hardware Support

- Install, configure, maintain, and repair a wide range of technologies including desktops, laptops, tablets, CCTV, access control, and telecommunications systems.
- Set up and manage user accounts, permissions, and access across school systems.
- Manage equipment loans, ensuring smooth booking, tracking, and return processes.

School-Wide Technical Support

- Set up and support the technical aspects of school events such as assemblies, performances, open evenings, and the school prom.
- Support the school's marketing and communication strategy, including updating online platforms, recording and editing videos, and assisting with the creation of digital publications.

Monitoring & Asset Management

- Monitor and maintain records for equipment loaned to staff and students.
- Keep assets management systems up to date
- Support with accessing/retrieving CCTV footage as required in line with IT policy.

Health, Safety & Security

- Follow all relevant health and safety procedures and promote safe use of ICT equipment.
- Assist with safety checks and ensure safe working practices when installing or maintaining hardware.
- Support continuity, maintenance, backup, and security procedures as directed.

Primary School Support

- Provide scheduled and ad hoc support to local primary schools under a service level agreement.
- Travel to primary school sites as required to deliver on-site technical assistance.
- Represent the Systems Support Team positively and professionally in all partner settings.

Professional Development

- Take part in training and development opportunities to enhance personal skills and understanding of school-based ICT systems.
- Attend and support staff ICT training sessions where appropriate.

Additional Information:

- This role will require an enhanced DBS check.
- Travel to off-site locations (e.g. local primary schools) will be required and will be supported as part of your working arrangements.
- The postholder will be expected to wear appropriate dress or ID badges and may need to undertake relevant training, including safeguarding, health and safety, and technical upskilling.
- Duties and responsibilities may evolve with the needs of the school, and reasonable adjustments to the role may be made in consultation with the postholder.

Systems Technician: Person Specification

Category	Essential Attributes	Desirable Attributes
Motivation	Capable of self-motivation	Achieving team targets
Team Working	Works effectively and cooperatively as part of a team Willing to support team members and share knowledge	Experience working in multi-disciplinary teams Experience contributing to group projects or shared goals
Skills	Technically minded Ability to process and retain new techniques Good telephone manner Awareness of customer care Ability to ask questions to develop understanding of job Ability to feedback problems to senior staff Ability to communicate with team members and users of the network Ability to manage own time	Knowledge of Educational ICT systems Network experience
Knowledge	Good general knowledge of Microsoft products, including operating systems and office packages Experience with Apple iPadOS devices and MacOS (iMacs) Experience setting up and maintaining a variety of hardware (PCs, printers, laptops, etc.) Experience installing software packages General understanding of network infrastructure Experience diagnosing and resolving hardware/software faults Setting up Audio/Visual equipment including theatre sound and lighting	Ability to create/manage network shares, user permissions, and perform general network housekeeping Understanding of more technical systems (CCTV, access control) Experience with solutions to manage portable devices (such as IpadS) Experience of website content management systems.
Physical	Ability to lift/move equipment Ability to reach inaccessible areas for installation and maintenance	Full UK Driving Licence and access to a vehicle Physically capable of working in varied environments, including classrooms, offices, and storage areas
General	Desire to provide a quality service Self-motivated, flexible, and able to show initiative Enthusiastic about applying technology Professional in both approach and manner Positive outlook Ability to support pupils/staff and respond to parents professionally The ability to support pupils/respond to parents through fluent and accurately spoken English	Interest in ongoing professional development Willingness to undertake training and adapt to new responsibilities Experience working in a school or educational environment Ability to remain calm under pressure Strong interpersonal skills and a friendly, approachable manner