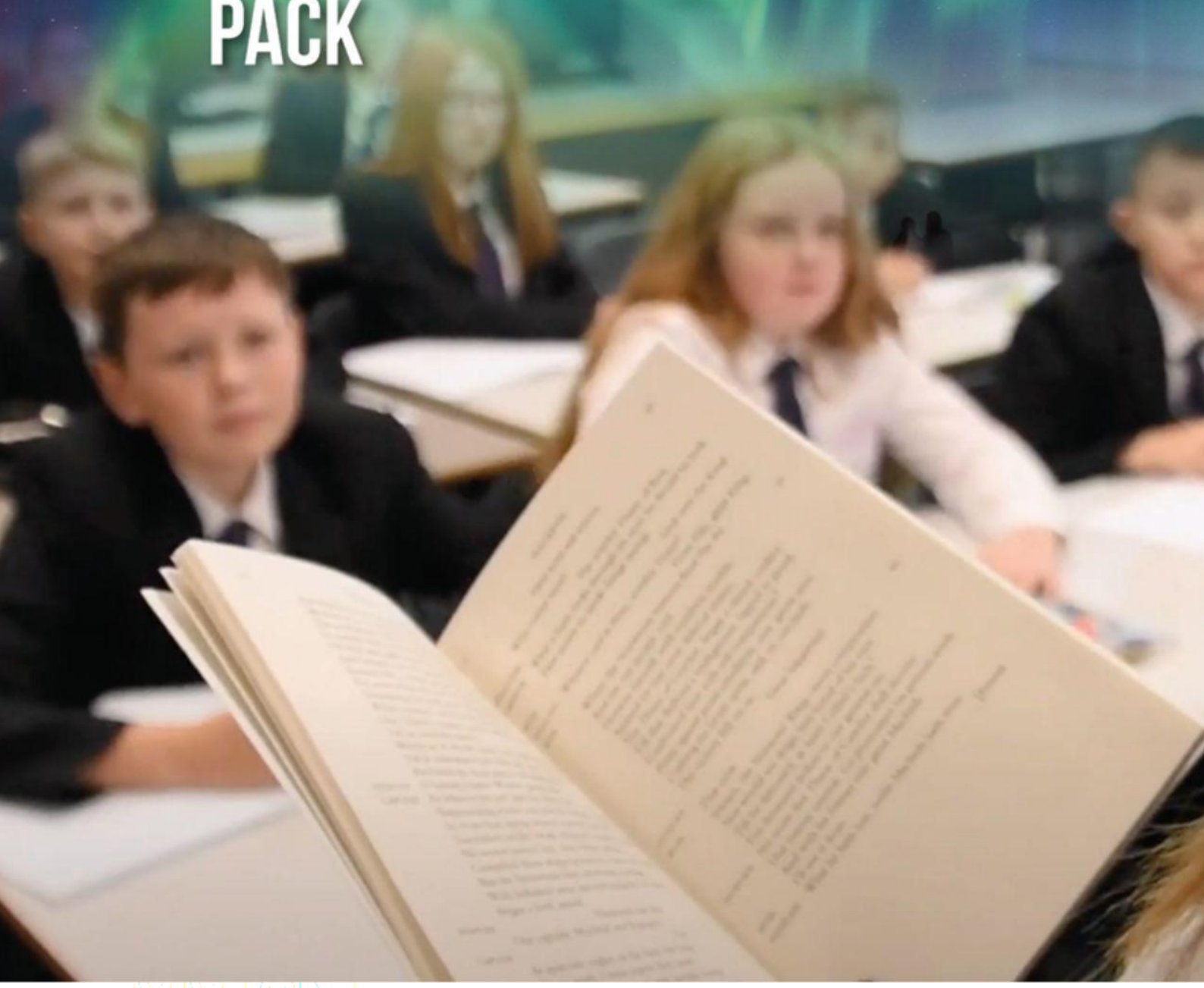




Northern  
Lights  
LEARNING TRUST

# IT TECHNICIAN APPLICATION PACK



# Northern Lights



We are a Multi-Academy Trust currently comprising 12 schools – primary and secondary – and over 4,600 children and young people in an area stretching from Teesside through to Wearside.



We are a Teaching School Hub, one of 87 DfE centres of excellence for teacher training and development, focused on some of the best schools and multi-academy trusts in the country.



We are an Early Years Stronger Practice Hub, set up by the DfE to provide advice, share good practice and offer evidence-based professional development for early years practitioners.



We provide Initial Teacher Training, a school-based learning opportunity where you will train in a highly personal, supportive and creative environment, with purpose and challenge at the heart of it all.

## OUR SCHOOLS



**Benedict Biscop CE Academy**  
Sunderland



**Dame Dorothy Primary School**  
Sunderland



**Firthmoor Primary School**  
Darlington



**Grange Primary School**  
Hartlepool



**Hart Primary School**  
Hartlepool



**Holley Park Academy**  
Washington, Sunderland



**Ian Ramsey CE Academy**  
Stockton-on-Tees



**St Aidan's CE Academy**  
Darlington



**St. Helen's Primary School**  
Hartlepool



**St. Peter's Elwick CE Primary School,**  
Hartlepool



**Tilery Primary School,**  
Stockton-on-Tees



**Venerable Bede CE Academy**  
Sunderland

Every Northern Lights school has its own values and its own vision and that's really important to us because all of our schools are there to serve our community but equally, our Trust is there to serve each other.

We do that with humility and with an openness because at Northern Lights it's not all about the academic – that is really important to us – but we know, as a Trust, we are successful if we have ensured that in an holistic way our children and young people have had every opportunity to experience, to flourish, to thrive, to understand the wonder and the joy of the world around them.

– Jo Heaton OBE, Chief Executive, Northern Lights Learning Trust



## Welcome from the CEO

Thank you for your interest in the position of IT Technician within Northern Lights Learning Trust.

We are a growing Multi-Academy Trust that is currently made up of 3 secondaries and 9 primaries across Wearside and Teesside, with our central offices based in Seaham. We educate over 4600 pupils and employ over 700 members of staff and serve a diverse range of schools and communities. Each of our schools have their own individual ethos, values and vision, which sit together as part of our Northern Lights vision of 'Shining Together and Stronger Together'. As a CofE MAT, our schools are a mixture of Church and non-Church schools that range in size and levels of disadvantage. We see this diversity as a real strength to learn from and work with each other.

As a Multi-Academy Trust we are at the heart of the current educational landscape, as a designated DfE Centre of Excellence as a Teaching School Hub and DfE Early Years Hub, responsible for teacher development across all ages and phases of education, working with over 300 schools. We are collaborative in our approach and value professional development highly in all we do.

We are looking for someone whose values align with us as a Trust and has the drive and ambition to work collaboratively to provide the best opportunities and outcomes for our young people.

We look forward to receiving your application.

Yours faithfully

Jo Heaton OBE  
Chief Executive Officer

## IT Technician

Permanent position required as soon as possible  
to cover multiple sites specifically, the south schools within the  
Trust

NJC SCP 11-15 (£28,142-£30,024) FTE Per annum  
37 hours per week, all year round,  
Green Book

Are you

- Experienced or an inspiring IT Technician with strong trouble shooting skills
- Confident in supporting users with varying levels of IT knowledge
- Well-organised and adaptable
- As strong team player with excellent communication skills

If so, we would really welcome your application.

### **In return you will receive:**

- A supportive working environment that puts people at the heart of the organisation
- The opportunity to work as part of a growing Trust and shape this role
- Continuous professional development
- A range of Trust initiatives that improve wellbeing. Current initiatives include an annual wellbeing day.
- National Terms and Conditions of Employment
- Teachers' Pension Scheme/ Local Government Pension Scheme

### **Employee welfare and benefits package including:**

- 24-hour GP access
- Nurse support service
- Mental health services, including stress management, mental health first aid training and bereavement support
- Free Flu vaccinations
- Counselling Services
- Physiotherapy
- Financial wellbeing coaching
- Maternity and Paternity support
- Menopause support
- Access to useful wellbeing resources
- Cycle to work scheme
- Lifestyle savings including discounts on shops, food and drink and days out

### **CLOSING DATE:**

**Applications must be received by:** 11<sup>th</sup> May 2026, by 5pm

**Shortlisting will take place on:** w/c 11<sup>th</sup> May 2026

**Interviews will take place on:** w/c 18<sup>th</sup> May 2026

Please note we reserve the right to close this vacancy early if we receive sufficient applicants for the role.

### **HOW TO APPLY:**

Applications should be submitted via email on [recruitment@nllt.co.uk](mailto:recruitment@nllt.co.uk) or if you prefer you can submit through post to Northern Lights Learning Trust, Spectrum Business Park, Lighthouse View, Building 2, Seaham, SR7 7PR

Applications will only be considered on receipt of an application form, CV's and other forms of application will not be accepted. For further information, or if you would like to arrange a visit to the school, please contact us on [recruitment@nllt.co.uk](mailto:recruitment@nllt.co.uk)

## JOB DESCRIPTION

Post: IT Technician

Responsible to: Trust IT Lead

Responsible for: South Schools within the Trust

Salary band: NJC SCP 11-15 (£28,142-£30,024)

Start date: As soon as possible

### **Key purpose of the role:**

To work closely with the IT Team Leader and wider IT team to ensure a quality IT provision for Head Teachers, Senior Leaders, school staff and pupils. To provide first line support for the day-to-day operation of the IT provision within the school and/or group of schools (Hub Location). To provide a quality, robust and secure IT service to support school improvement and educational outcomes for pupils.

### **Duties and Responsibilities:**

#### **Technical Support**

- To provide day to day first line support for IT issues within the identified school/Hub, escalating issues as required.
- To always follow service desk procedures and SLA requirements.
- To liaise with end-users during system updates and new system rollouts, providing feedback to Team Leader.

#### **Installation, Maintenance & Repairs**

- To assist with installation, maintenance, and repair of school-based IT hardware, software, and network services, as directed.
- To carry out identified system testing and record maintenance.
- Support the school with IT hardware and services as required.
- To ensure updates are actioned in a timely manner.

#### **Asset & Software Management**

- To maintain and update the asset register for identified school(s).
- To assist with asset tagging, and record keeping, as required.
- To manage the disposal process for redundant IT equipment in identified school(s).

#### **Administration & Record Keeping**

- To monitor and maintain accurate records for IT assets, contracts, software licenses, and ordering for identified school(s).
- To manage consumables stock and replenish as required.
- To manage 1<sup>st</sup> line repairs, ensuring updates to service desk as required.
- To support the school in preparation of purchase orders for approval.

### **Communication & Liaison**

- To liaise with the IT Team Leader and third-party providers to resolve or escalate incidents.
- To effectively communicate with school staff and end-users to ensure IT systems meet requirements.

### **Flexible Working & Additional Duties**

- To provide out-of-hours IT support (pre-arranged events or emergency only).
- Travel between sites, where appropriate.
- To work flexibly to support school events (e.g., parents' evenings).
- To carry out any other duties commensurate with the post, as directed by Line Manager, Headteacher or COO.

### **Health and safety**

It is the responsibility of individual employees at this level to take care of their own health and safety and that of others who may be affected by their acts at work. This includes cooperating with the Trust and colleagues in complying with health and safety obligations to maintain a safe environment and particularly by reporting promptly and defects, risks or potential hazards. Specifically:

- To report any incidents/accidents and near misses to your line manager.
- To ensure own safety and safety of all others who may be affected by the Trust's business.

### **Safeguarding**

The Trust has a Child Safeguarding policy and procedure in place and is committed to safeguarding and promoting the welfare of all its students, each student's welfare is of paramount importance to us and you are expected to share this commitment. All staff will fully comply with the Trust's policies and procedures, attend appropriate training, inform the Designated Person of any concerns, record any potential safeguarding incidents appropriately.

## PERSON SPECIFICATION

### IT Technician

CATEGORY	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>APPLICATION FORM</b>	<ol style="list-style-type: none"> <li>Well-presented and complete application form</li> </ol>		Application (A)
<b>QUALIFICATIONS</b>	<ol style="list-style-type: none"> <li>GCSEs Maths &amp; English grade (A-C / 4-9) or equivalent. (A,I,C)</li> </ol>	<ol style="list-style-type: none"> <li>Level 3 Diploma in ICT or related discipline (A,C)</li> </ol>	Application (A) Interview (I) Certificates (C)
<b>EXPERIENCE</b>	<ol style="list-style-type: none"> <li>Providing first-line support for IT issues (A,I)</li> <li>Supporting hardware, software, and network issues (A,I)</li> <li>Using and maintaining a service desk/ticketing system. (A,I)</li> <li>Asset management, including tagging, record-keeping, and auditing (A,I)</li> </ol>	<ol style="list-style-type: none"> <li>Experience working within a school or education setting (A,</li> <li>Working with third-party suppliers or external IT services (A,I)</li> <li>Experience supporting cloud-based systems (e.g., Microsoft 365, Google Workspace) (A,I)</li> </ol>	Application (A) Interview (I)
<b>SKILLS AND KNOWLEDGE</b>	<ol style="list-style-type: none"> <li>Understanding of IT hardware, peripherals, and troubleshooting (A,I)</li> <li>Basic networking knowledge (e.g., Wi-Fi, switches, cabling, DHCP) (A,I)</li> <li>Knowledge of Windows operating systems and</li> </ol>	<ol style="list-style-type: none"> <li>Knowledge of school MIS systems. (I)</li> <li>Familiar with AV equipment and classroom technologies (I)</li> </ol>	Application (A) Interview (I) Certificates (C)

	<p>device management (A,I)</p> <ol style="list-style-type: none"> <li>4. Ability to install, maintain, and update hardware/software (I)</li> <li>5. Understanding of IT security principles (I)</li> <li>6. Awareness of safeguarding and data protection (GDPR)</li> </ol>		
<b>PERSONAL QUALITIES</b>	<ol style="list-style-type: none"> <li>1. Excellent communication and interpersonal skills (I)</li> <li>2. Ability to explain technical issues clearly to non-technical users (A,I)</li> <li>3. Strong organisational and time-management skills (A,I)</li> <li>4. Ability to work independently and as part of a team (A,I)</li> <li>5. Professional, polite, and customer-focused approach (I)</li> <li>6. Commitment to safeguarding and promoting the welfare of children (I)</li> <li>7. High level of integrity, confidentiality, and reliability (I)</li> <li>8. Ability to drive and have access to transport</li> </ol>		Application (A) Interview (I)
<b>OTHER</b>	<ol style="list-style-type: none"> <li>1. Satisfactory references (which</li> </ol>		References DBS certificate

will be requested for all candidates progressed to interview under safer recruitment practices)

2. Enhanced DBS with barred list check

### **References:**

References will be requested prior to interview, unless there are exceptional circumstances, and the applicant does not give consent to do so on the application form. Please contact us to discuss further if you do not consent.

### **DBS:**

Northern Lights Learning Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. An application for a DBS certificate will be submitted for all candidates once they have been offered the position. For posts in regulated activity, the DBS check will include a barred list check. During the recruitment process, any offences, or other matters relevant to the position will be considered on a case-by-case basis.

### **Any offer of employment will be subject to receipt of a satisfactory DBS Enhanced Disclosure.**

### **Safeguarding:**

Northern Lights Learning Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Everyone who comes into contact with children and their families and carers has a role to play in safeguarding children. To fulfil this responsibility effectively, all professionals should make sure their approach is child centred. This means that they should consider, at all times, what is in the best interests of the child.

### **Pre-employment occupational health:**

Pre-employment occupational health checks are an essential part of the selection and recruitment process to assess if any reasonable adjustments are required. In some circumstances, an appointment with Occupational Health may be required to assess fitness for the role.

### **Equal opportunities:**

Northern Lights Learning Trust are an equal opportunity employer. We want to develop a more diverse workforce and we positively welcome applicants from all sections of the

community. Applicants with disabilities will be granted an interview if the essential job criteria are met.

### **Artificial Intelligence and Recruitment at Northern Lights Learning Trust**

Northern Lights Learning Trust is committed to embracing innovation while maintaining fairness and integrity in our recruitment processes. We recognise that candidates may choose to use AI tools to support the preparation of their applications. While this is acceptable, we expect all submissions to reflect the applicant's own experiences, values, and suitability for the role and it is essential that AI is used appropriately.

AI must not be used to:

- provide misleading or false information at any stage of the application journey
- inflate or invent qualifications, skills or experience
- complete assessments as part of the recruitment process
- create generic responses and copy them into your application

If you have any questions about the use of AI in your recruitment process with us, please email: [hradmin@nllt.co.uk](mailto:hradmin@nllt.co.uk)