



United Learning
The best in everyone™

Briefing Pack for Applicants

IT Technician

October 2026

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Section 1 – Post Advertisement

Job title:	IT Technician
Location:	Sheffield
Starting salary:	£27,764 gross per annum
Contract:	Full-time, permanent
Start date:	As soon as possible

Sheffield Springs Academy is seeking to appoint an experienced and enthusiastic IT Technician. The role will include providing prompt and efficient IT support to all staff within Sheffield Springs Academy.

Whilst the successful post-holder will mainly be based at Sheffield Springs Academy they will also have regular opportunities to support other local academies within the Yorkshire Cluster of United Learning.

The successful post-holder will be a key member of the team and benefit from the support and knowledge of colleagues within the academy, across the Yorkshire Cluster and United Learning.

The role includes communicating and working with a large number of stakeholders. The successful candidate will be a resilient, approachable and positive individual who excels working in a team environment and contributing to team targets. They will also be comfortable working independently as they contribute toward operational objectives on a day-to-day basis. This is a challenging yet highly rewarding role with a supportive and welcoming employer.

Our academies within the Yorkshire Cluster are part of United Learning and as such, our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.

United Learning is one of the largest and most successful Trusts in the country who offers unrivalled Continuing Professional Development (CPD) and training, including opportunities for nationwide networking.

The city of Sheffield itself is a vibrant place to live and work with two universities and a range of entertainment opportunities alongside the access to the Beautiful Peak District. Quality of life is routinely ranked very highly and it is one of the greenest cities in Europe: [Welcome to Sheffield](#)

We will offer you:

- Highly competitive pay above national average.
- 26 days annual leave plus 8 statutory bank holidays per annum.
- An additional day's paid leave awarded per annum (a personal leave day).
- Excellent facilities and resources.
- Access to an outstanding professional development programme.
- A respectful working environment.
- Supportive, friendly colleagues who are committed to each other's professional development.
- A chance to become part of United Learning, one of the largest groups of academies in the country.
- Opportunities to work collaboratively with colleagues in each academy across the Cluster and United Learning.
- Excellent employee benefits which include a highly sought-after pension scheme with high employer contributions.
- Access to training through the Apprenticeship Levy.

- Perkbox benefits platform.
- Free on-site parking.
- Access to an Employee Assistance Programme (EAP).
- We encourage open and regular conversations about work-life balance.

We are looking for someone who:

- Is reliable, highly motivated and self-driven.
- Has relevant experience and qualifications as an IT Technician.
- Shares our commitment to ensuring that all our young people receive the best possible education in a supportive environment.
- Works effectively with minimal supervision and takes initiative.
- Is a strong team player with excellent communication and customer service skills.
- Demonstrates a proactive approach to completing scheduled tasks and resolving support tickets.
- Can identify additional tasks when appropriate and seek help when needed.
- Maintains a positive, professional attitude at all times.

Please see the job description and person specification for further detail.

To apply, please click the 'Apply Now' button at the top of the advert on our website using the following link to our vacancies page: [Sheffield Springs Academy - Vacancies](#) and complete our online application form. Please note that CVs are not accepted. **The closing date for this post is midnight on the 19 October 2026. Interviews will take place soon after.**

If you would like to discuss this exciting opportunity, please contact hr@unitedlearningyorks.org.uk

United Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Employees will, in accordance with statutory guidance, be subject to a comprehensive checking process including references from current and previous employers, health, Right to Work in the UK, an Enhanced DBS check and a further check against the appropriate barred list.

Section 2 – United Learning

The Yorkshire Cluster is part of United Learning which is a large and growing group of schools aiming to offer life changing education to children and young people across England.

Our schools work as a team and achieve more by sharing than any single school could. Our Subject Specialists, Group-wide Intranet, our own curriculum and online learning portal all help us to share knowledge and resource, which supports simplifying work processes and managing workloads for an improved work-life balance.

As a Group we can reward our staff better, we provide good career opportunities, better pay, employee benefits and ultimately, the satisfaction of helping children to succeed. We invest in our staff wellbeing. Our academies each have at least eight INSET/training days per year (with three of those solely dedicated to planning) and an ongoing group-wide wellbeing programme. It is an ethos we call 'the Best in Everyone'.

We are working hard to become a more diverse organisation, which is key to our commitment to bringing out 'the Best in Everyone'. We welcome applications from everyone committed to this ethos and would particularly welcome applications from black and minority ethnic candidates who are currently under-represented in the Group as a whole. We always appoint on merit. We are open to discussing flexible working options.

<https://unitedlearning.org.uk/>

Section 3 – Letter from the Regional Director

Dear Candidate

Thank you very much for your interest in the role within the Yorkshire United Learning Cluster. The cluster itself is a close-knit group of four Secondary Academies: Barnsley Academy, Fir Vale Academy, Sheffield Park Academy and Sheffield Springs Academy, who work alongside a number of local Primary Academies; all from within the United Learning Trust.

The cluster is well-established and has excellent support from locally based cluster central services. These cover Business Management, Finance, HR, IT and Site/Estate Facilities. They are led by an Executive Business Manager. This provides our Academies with excellent trained advice and support in these areas; this benefits the leadership and wider staff of every Academy.

United Learning Trust is a national organisation serving Primary and Secondary Academies, all-through Academies and Independent Schools. Our ethos is, “the Best in Everyone”. This is a useful phrase that sums up the work and focus of the organisation. Every decision taken is done with this aim in mind: for staff, for students and for the community. The Trust values of Respect, Determination and Ambition are driven through the Character Programme, which each Academy has carefully interpreted in their own way. The Trust attributes of Creativity, Confidence and Enthusiasm are demonstrated at every level.

United Learning, and Academies within the Yorkshire Cluster, demonstrate a strong commitment to staff CPD and staff wellbeing. If you join our schools you will be inducted, supported and developed in a deliberate way from before you even take up post. Our status as an Academy Trust enables highly competitive rates of pay progression and our employee schemes, such as our Westfield Health benefits package, are an attractive feature of employment.

Above everything, we put young people first and seek to recruit adults who share this view. We work with students, parents and families to provide a structured, supportive experience that enables them to achieve as well as they possibly can and become excellent scholars and rounded individuals. We insist on classrooms and corridors that are respectful, orderly places where everyone is expected to display positive and mature attitudes.

Applying for a new job is a huge investment of time and emotional energy. The recruitment decision has to be right for employee and employer. I would encourage you to seek out any information you need in order to make the important decision to apply and we welcome visits to our schools in advance of applications wherever this might be helpful.

I do wish you the very best with your application and thank you again for considering us.

Best wishes,

Laura Moore
Regional Director
United Learning

Section 4 – Letter from the Principal of Barnsley Academy



Dear Candidate

Thank you very much for your interest in joining Barnsley Academy. I am delighted to introduce you to our school and I hope that this application pack provides you with an overview.

Barnsley Academy and the United Learning academy trust are committed to teaching a knowledge-rich curriculum and education with character to all of our students. We believe in explicit instruction led by expert teachers. Our approaches are greatly influenced by Doug Lemov's 'Teach Like A Champion', with our lesson sequences underpinned by Rosenshine's principles. We are an outward-facing school, learning from outstanding schools both within the group and beyond. We are unapologetic about our high standards and unashamedly ambitious for all of our students and we are on a journey to becoming a great school with excellence as standard. As part of this journey, we are creating an academic culture that is warm and strict, disciplined and joyful, and ensures impeccable behaviour, so that teachers can teach and students can develop their knowledge.

If you are aligned with our mission and values, we very much look forward to hearing from you.

Good luck with your application and thank you again for considering Barnsley Academy as the next stage in your career.

With best wishes,

Stephen Pitcher
Principal
Barnsley Academy

Section 5 – Letter from the Principal of Fir Vale Academy



Dear Candidate

Thank you very much for your interest in joining Fir Vale Academy. I am delighted to introduce you to our school and I hope that this application pack provides you with an overview. You are welcome to telephone and chat with me prior to applying and come and visit if you can.

Fir Vale Academy is a diverse and dynamic 11-16 school. We are delighted to be part of United Learning and we work closely with our Cluster schools.

We fully subscribe to the ethos and values of United Learning, they are very much values we subscribe to here at Fir Vale Academy.

Good luck with your application and thank you again for considering Fir Vale Academy as the next stage in your career.

Best wishes,

Danny Bullock
Principal
Fir Vale Academy

Section 6 – Letter from the Principal of Sheffield Park Academy



Dear Candidate

Thank you very much for your interest in joining Sheffield Park Academy. I am delighted to introduce you to our school, and I hope that this application pack provides you with a good overview of the type of candidate we are looking for. If you like what you have read or know about our school, I would advise you to get in contact with us either for a visit to the academy or a phone call (with me or one of my senior leaders) to find out more.

Sheffield Park Academy is a flourishing 11-18 school and we really value working as part of the Yorkshire cluster alongside our sister schools: Barnsley Academy, Fir Vale Academy, and Sheffield Springs Academy. Our close collaboration across the schools is a real source of strength and support as is the wider support of United Learning, and particularly our Regional Director.

We fully subscribe to the ethos and values of United Learning and as Principal, I would thoroughly recommend working for the group. Our own academy character values of Community, Ambitions, Respect, and Endurance filter through everything we do as a school, and we aspire for all students, staff, and other members of our community to live these into being. We also subscribe to our academy strapline of 'One Community, One Park' to ensure our school is a place of strong values, together, and shared goals.

If you are aligned with our mission and values, we very much look forward to hearing from you.

As an academy, we will be relentless in our aim to provide ambitious and high-quality learning and education to the students of Sheffield Park Academy. To provide that, we are looking for colleagues who wish to make a strong and valuable contribution to positively shaping the lives of young people in our community.

Good luck with your application and thank you again for considering Sheffield Park Academy as the next stage in your career.

Best wishes,

Rob Watson
Principal
Sheffield Park Academy

Section 7 – Letter from the Principal of Sheffield Springs Academy



Dear Candidate

Thank you very much for your interest in the role at Sheffield Springs Academy. The school itself is a fantastic place to work and a brilliant place to learn. Our values are respect, excellence, ambition and pride; if you join our academy, you will see these demonstrated in all aspects of academy life and by all members of our wonderful team.

The team

I am extremely proud to be the Principal of Sheffield Springs Academy, I have worked at the academy for over 15 years and many colleagues have been here longer than this still; I believe this shows the team ethos and community-feel of our academy. The team are deeply invested in our students and new employees are warmly welcomed into this team.

Where we are and where we're going

Sheffield Springs Academy is an outward-facing school, learning from outstanding schools both within the group and beyond. We are unapologetic about our high standards and unashamedly ambitious for all our students and our staff team, we are embarking upon a journey towards becoming a great school. As part of this journey, we are creating an academic culture that is warm, disciplined and joyful and ensures impeccable behaviour. We aim for a culture that means teachers can teach and students can develop their knowledge.

We are committed to staff wellbeing and have a wide-reaching wellbeing programme in place, we listen to the views of our staff team and we strive to make Sheffield Springs a brilliant place to work. We hold celebration briefings, ensure early finishes on INSET days, have a realistic marking policy, calendar in meeting-free-weeks and host a range of wellbeing activities to make sure staff have the time and support they need to fully support our pupils.

Location

Our academy is located at one of Sheffield's highest points, with incredible views across our catchment area directly to Stanage Edge, Hathersage and beyond into the Peak District. We are less than 30 minutes from the beautiful Peak District National Park, only 15 minutes away from the M1 motorway network and just a 5-minute walk to the nearest Supertram stop which provides efficient links to all areas of the city. Sheffield is a vibrant and diverse city; we are incredibly lucky to be in such a fantastic location which offers so much.

Applying for a new job is a huge investment of time and energy. I would encourage you to seek out any information you need in order to make the important decision to apply and I welcome visits to our school in advance of applications wherever this might be helpful.

I wish you the very best with your application and thank you for taking the time to consider Sheffield Springs Academy as a place of employment.

Best wishes,

Claire Cartledge
Principal
Sheffield Springs Academy

Section 8 – Job Description



Job Description

Post title	IT Technician
Salary	Band 2
Responsible to	IT Team Lead
Responsible for	No direct line management responsibilities are required in this role.
Role purpose	To provide a prompt and effective IT assistance within the academies to help prevent disruption to Teaching and Learning and Administration. Supporting the delivery and maintenance of technology provision.
Relevant qualifications	• Educated to degree level or at least Level 4 with both English and Math's GCSE at Grade C or 5 or above. • Relevant technical qualification or experienced in supporting Windows environments focused on Windows 11 Desktops. • Evidence of further professional development and training. • MCSE or equivalent technical qualifications.

The postholder must, at all times, carry out their duties and responsibilities within the spirit of United Learning and academy policies and procedures, and within the legislative framework applicable to academies.

Role Summary

To provide an innovative and stimulating education for all students within the academies, which ensures all are given the opportunity to reach their full potential.

Key Responsibilities

Although not an exhaustive list the following gives an indication of the role and associated responsibilities.

Main Responsibilities

- Provide first line technical support, responding to users' helpdesk request in a timely and effective manner to minimise disruption to teaching, learning or administration.

- Monitor the performance and fitness for purpose of end-user devices and peripherals, resolving hardware and software faults, finding temporary workarounds where necessary and escalating within the IT Service where provision is no longer suitable.
- Under the direction of the IT Supervisor, monitor and manage network stability and performance, Implement Change requests and ensure compliance with backup, anti-virus and other security provisions.
- Log any helpdesk incidents reported verbally or in writing not using Every Compliance to enable them to be adequately tracked, resolved and reported on.
- Search knowledge base/logs of previous calls to inform diagnosis and resolution.
- Where a satisfactory and immediate fix is not possible, escalate within the IT Service.

IT Estate

- Oversee the work of academy administration staff ensuring their operational efficiency supports Teaching and Learning, Cluster management, administration service and United Learning functions.
- Manage the performance of academy administration team, assessment and identification of development needs.
- Coach and mentor staff to ensure high-quality service provision is achieved.
- Support, maintain and deploy IT Hardware and software resources used without exception, subject to exclusions which the Senior Leadership Teams wish to make (for example Hall AV):
 - Install and test new peripherals
 - Follow manufacturer's instructions to support the use of hardware, such as installing drivers;
 - Perform basic PC hardware repairs and upgrades;
 - Diagnose and resolve basic PC, printer, peripheral and software faults;
 - Install applications and other software, configure and test and carry out any required maintenance of applications (for example, install service packs);
 - Log and save users' change requests and escalate through the helpdesk;
 - Install and maintain standard network cabling;
 - Perform basic diagnostic and recovery routines on network equipment;
 - Follow detailed instructions to configure network clients, including allocating required software and connecting to the correct server;
 - Implement disk space and printer quota policies;
 - Follow instructions to maintain user accounts and permissions.
- Contribute to the maintenance of an accurate and up-to-date hardware asset register.
- Contribute to the maintenance of an accurate and up-to-date software register, including license details, renewal dates and costs.
- Test and prove the efficacy of the backup procedures on a scheduled basis.
- Actively maintain and monitor the anti-virus/ anti-malware provision and overall security of the IT systems on a daily basis.

- Manage active network components including switches, routers, escalating to second line support where necessary.
- Monitor Wide Area Network Links, escalating to second line support where necessary.
- Maintain internet filtering systems.
- Be alert to any emerging technical risks and escalate within the IT Service.
- Regular proactive checks to all IT equipment in all rooms.
- Support, assist and train as required all staff, students and visitors as deemed appropriate by the specific academy.

Personal IT Competences

- An understanding of the management and troubleshooting of network systems.
- A strong skillset in the management of users within a Windows environment.
- The ability to troubleshoot issues with hardware, identifying faults and resolving/escalating as required.

Safeguarding

- Undertake regular Safeguarding training as required.
- Ensure that statutory and Ofsted requirements for Safeguarding are met.
- Promote the safeguarding of young people.

General

- Develop excellent working relationships with colleagues internally, centrally and externally.
- Be an effective and flexible member of the team.
- Ensure any documentation produced is to a high standard and is in-line with the in-house style.
- Participate in training and other learning activities as required.
- Participate in the Performance Management process.
- Provide appropriate guidance and supervision and assist in the training and development of staff as appropriate.
- Represent the academy at events as appropriate.
- Support and promote the academy and United Learning's ethos, contributing to strengthening relationships between academies in the Cluster and between the Cluster and central office.

- To be aware of and comply with United Learning policies and procedures relating to Child Protection, Health and Safety, security, confidentiality and Data Protection, reporting all concerns to the appropriate person.
- To actively participate in Continuous Professional Development (CPD) and act as a positive role model across the academies and United learning.
- The above duties are not exhaustive and the post-holder may be required to undertake tasks, roles and responsibilities as may be reasonably assigned to them by the Executive Business Manager and Principals.
- This job description will be kept under review and may be amended via consultation with the individual, Executive Business Manager and Human Resources as required.

Information

The need to adapt working hours around the business need of the academies and Cluster is an expectancy of the job role. This role may involve occasionally working out of hours in order to ensure operational objectives are achieved.

The information contained above is to help staff understand and appreciate the work content of their post and the role they are to undertake in the organisation. However, it should be noted that whilst every effort has been made to outline all duties and responsibilities, a document such as this does not permit every item to be specified in detail. Broad headings have therefore been used in which case all the usual associated duties are included in this job description.

This job description will be reviewed annually as part of the performance management process and may be subject to amendment or modification at any time after consultation with the postholder. Elements of this job description and changes to it may be negotiated at the request of either the postholder or the incumbent of the post.

I accept my job description and job title as detailed above.

Name (print)	
Sign	
Date	

Section 9 – Person Specification



Person Specification

Post title	IT Technician
Salary	Band 2

Education and Qualifications	Essential	Desirable
Educated to degree level or at least Level 4 with both English and Maths GCSE at Grade C or 5 or above.	X	
Relevant technical qualification or experienced in supporting Windows environments focused on Windows Desktops.	X	
MCSE or equivalent technical qualifications.	X	
Evidence of further professional development and training.		X
Experience	Essential	Desirable
Experience in a similar role.	X	
Confidence in operating in a fast-paced environment.	X	
Ability to maintain positive relationships with a variety of different stakeholders.	X	
Experience and demonstratable expertise in: - Windows desktop - Basic Network Operations- Print/Password/User Management - Classroom Audio Visual hardware	X	
An understanding of how IT is effectively used in Teaching and Learning.	X	
A genuine interest in technology and a clear strategy for keeping up to date with developments.	X	
Experience of working within education/school environment.		X
Knowledge and experience of using Service desk operations.		X
Knowledge and Skills	Essential	Desirable
Strong Knowledge of basic IT Packages: Office, Outlook, Windows.	X	
Commitment to continuous employment.	X	
Excellent communication skills.	X	
Excellent administrative and organisational skills.	X	
Diagnostic and technical trouble-shooting skills.	X	
Ability to Maage and communicate effectively with both technical and non-technical staff.	X	
Attention to detail.	X	
Ability to work using own initiative and effectively as part of a team.	X	

Teamwork	Essential	Desirable
Recognises the contribution and achievement of colleagues.	X	
Keeps colleagues, stakeholders and/or customers informed of progress.	X	
Treats others fairly, openly and consistently.	X	
Expresses disagreement or challenges views calmly, constructively and tactfully.	X	
Supports and co-operates with colleagues.	X	
Personal Attributes	Essential	Desirable
High levels of discretion, confidentiality, and awareness of Data Protection.	X	
High levels of personal and professional integrity.	X	
A facilitative approach to problem-solving and a 'can do' mindset.	X	
Good written and verbal communication skills.	X	
Ability to prioritise, multitask and manage workloads while maintaining a flexible response to urgent requests.	X	
Good interpersonal skills and ability to work with stakeholders at all levels.	X	
Organised and good attention to detail.	X	
Maintains high standards and takes initiative to make things better.	X	
Make recommendations for improvements to enhance quality of service.	X	
Ability and willingness to travel regularly to locations within the Cluster.	X	
Ability to drive and the use of a vehicle is advantageous.		X

Section 10 – The Appointment Process

These notes are intended to guide you when making an application.

The Application Form

The application form is accessible via the 'Apply' link on the job advertisement. Please complete the application form neatly, fully and accurately, including exact dates. You are requested to submit a concise application. CVs are not accepted.

Education and Training

State your qualifications and any training you have undertaken relevant to the post.

Present Appointment

Make it clear what your present post is, which establishment you work in and who your employer is.

Previous Appointment

When completing this section it is important that you offer a continuous record, or an explanation of any gaps to allow full account to be taken of your experience, for example, child raising, voluntary work.

Referees

Suitable referees are people who have direct, recent experience of your work and who are in responsible positions. References will be taken if the candidate is successfully short-listed for interview. We may need to contact them at short notice so please be specific with regard to contact addresses including e-mail and telephone numbers.

The Supporting Statement

The supporting statement is regarded as a very important part of your application. You should make statements that demonstrate how your qualifications and experience match the post.

Arrangements for Interview

Shortlisted applicants will be contacted as soon as possible after the closing date. Referees are contacted prior to the interview stage for teaching and support staff posts. We would ask that all shortlisted applicants read the safeguarding information on the academy website/s prior to attending the interview.

The Interview

Candidates will be invited to interview at the academy during which time they will have the opportunity to meet staff and students and see the academy at work.

Feedback

Feedback is offered to those candidates who are shortlisted, interviewed and not recommended for appointment. It is hoped that this information will help you with future applications.

Section 11 – Visitors/Contacts

The academies are located in thriving towns close to the beautiful Peak District



Barnsley Academy

The best in everyone™

Part of United Learning

Barnsley Academy
Farm Road
Kendray
Barnsley
South Yorkshire
S70 3DL

Website: www.barnsley-academy.org

Email: enquiries@barnsley-academy.org

Telephone: 01226 284606

Barnsley Academy is an 11-16 secondary and is Ofsted rated 'Good'. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.



Fir Vale Academy

The best in everyone™

Part of United Learning

Fir Vale Academy
Owler Lane
S4 8BG

Website: <https://www.firvale.com>

Email: enquiries@firvale.com

Telephone: 0114 2439391

Fir Vale Academy is an 11-16 secondary. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.



Sheffield Park Academy

The best in everyone™

Part of United Learning

Sheffield Park Academy
Beaumont Road North
Sheffield
South Yorkshire
S2 1SN

Website: www.sheffieldpark-academy.org

Email: info@sheffieldparkacademy.org

Telephone: 0114 2392661

Sheffield Park Academy is an Ofsted rated 'Good' academy. The academy is part of United Learning, a national group of schools and academies. Sheffield Park Academy is an 11-18 academy. As part of United Learning our aim is to bring out 'the Best in Everyone' and we continuously strive to ensure that students and staff have every opportunity to succeed, with their potential developed to the utmost.



Sheffield Springs Academy

The best in everyone™

Part of United Learning

Sheffield Springs Academy
Hurlfield Road
Sheffield
South Yorkshire
S12 2SF

Website: www.sheffieldsprings-academy.org

Email: enquiries@sheffieldsprings.org

Telephone: 0114 2392631

Sheffield Springs Academy is an 11-16 secondary school and is Ofsted rated 'Good'. As part of United Learning, our aim is to bring out 'the Best in Everyone'. Our values are Respect, Excellence, Ambition and Pride, and these are demonstrated in all aspects of academy life by all members of our wonderful team.