

Salary: HCC Pay Scale D (FTE £28,697- £31,573)

Hours: 37 hours, 52 weeks, Monday-Friday (08:00-16:00 (Fridays 08:00-15:30)

Contract: Full time, Permanent

Responsible to: Trust Network Manager

Start date: October 2026 (subject to satisfactory safer recruitment checks)

Principle Responsibilities

To assist the Trust Network Manager with the operation and management of IT resources within Thornden School and HISP Multi-Academy Trust as required, as well as providing IT support to staff and students.

Primary Roles

General

- Provide 1st line support for IT issues around the school, troubleshooting AV problems, printing problems, as well as providing support to staff and student
- To maintain and update the school website where and when required
- Provide 2nd line support, identify problems and be able to troubleshoot issues until a resolution is found
- To assist the Trust Network Manager in administrating and maintaining the school's IT systems
- Maintaining all IT Hardware, ensuring all devices work and that any faulty device is repaired or replaced within an acceptable time frame
- Configure and install new hardware and software
- Contribute useful and accurate content to our IT knowledge base
- To maintain regular backups and security of data
- To keep abreast of new technologies and suggest improvements
- To be able to work independently and complete IT projects
- To develop a supportive relationship with staff and students

Health and Safety and Compliance

- To maintain a safe and clean working environment at all times
- To be aware of, and to comply with, all departmental/school instructions and procedures relating to health and safety at work
- To contribute to safe working practice
- To carry out responsibilities, commensurate with your position, as defined within the following policies and procedures:
 - Health & Safety
 - Child Protection & Safeguarding
 - Data Protection
 - Confidentiality
 - Equal Opportunities
 - Risk Management

Support for the School

- To be aware of and support difference and to ensure all students have equal access to opportunities to learn and develop
- Take responsibility for own professional development, continually keep updated about new initiatives in examinations, and to contribute to the school as a learning organisation
- Develop constructive relationships with other members of staff
- To share expertise and skills with others
- To undertake other duties as required by the Trust Network Manager commensurate with the grade of the post

Other

- To work co-operatively with others towards shared goals
- To be aware of and comply with policies and procedures including those relating to child protection and safeguarding, health and safety, and security and confidentiality and data protection
- To undertake all training as required
- To play a full role in school life, to support the ethos of the school and of the HISP Multi Academy Trust, and to encourage all students to follow this example

This post is classed as having a high degree of contact with children and is exempt from the Rehabilitation of Offenders Act 1974 (as amended 2013 and 2020). An enhanced disclosure with a check of the Children's Barred List will be sought through the Disclosure and Barring Service as part of HISP Multi Academy Trust's pre-employment checks.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the HISP Multi Academy Trust reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes.