Senior ICT Technician

The Rowan Learning Trust

Recruitment Pack

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Welcome

Dear Applicant,

Thank you for your interest in our Senior ICT Technician vacancy at The Rowan Learning Trust.

We are seeking to appoint a dedicated and enthusiastic individual who is ambitious and has an excellent work ethic to join our team as soon as possible.

To help you decide if the job would suit you, please find enclosed some details, which we hope will give you a flavour of what the Rowan Learning Trust is about.

If your values and ambitions mirror ours and you believe you can deliver that vision, then we would be delighted to receive an application from you.

We are committed to safeguarding all members of our community; therefore, all posts are subject to enhanced disclosure procedures and pre-employment checks.

Yours faithfully,

Mr P Rimmer
Chief Executive Officer
The Rowan Learning Trust

The Rowan Learning Trust

The Rowan Learning Trust (RLT) was established as a Multi-Academy Trust in 2012 to maximise potential of all children, students and adults in our schools.

We are an education charity. Our schools are working in collaboration, as one entity, to improve and maintain high educational standards across the group. We have a single legal and moral purpose: to advance education for the public benefit.

Currently the RLT family comprises twelve schools: three high schools, an all-through alternative provision academy and eight primary schools. Together we share a set of common values:

- Respect
- Kindness
- Integrity

Our strategic aim is to provide a world class education by:

- Attracting, developing and retaining people
- Embodying the values of the Trust
- Expanding our reach
- Optimising resources

The Trust in Numbers:

- 4250+ students
- 12 schools
- 14 sites
- 800+ employees
- 5 local authorities
- £40,000,000+ annual budget
- 80+ governors

RLT Central Team

At the heart of RLT is a highly skilled Central Team, whose work underpins the success of our schools and ensures that our mission, to maximise potential for all, is realised across every setting.

Operations and Finance

The Operations and Finance team ensures the Trust's infrastructure, finances and resources are managed effectively and sustainably. Their work enables schools to focus on teaching and learning by providing robust systems and support in areas such as:

- Financial planning, budgeting and reporting
- Payroll, audit and VAT compliance
- IT infrastructure and lifecycle management
- Premises compliance and condition surveys
- Procurement and contract management
- Risk management and statutory reporting

People and Culture

The People and Culture team are responsible for creating a positive, inclusive and high performing work environment across all RLT schools. Their work supports the recruitment, development and wellbeing of staff, ensuring that every colleague feels valued. Key responsibilities include:

- Recruitment and retention
- Staff wellbeing and engagement
- Professional development and training
- Performance management
- HR policies and processes
- Equality, diversity and inclusion

Education

The Education team drives continuous improvement in teaching, learning and pupil outcomes across the Trust. Working closely with school leaders, they provide expert support and challenge to ensure that every child receives a high quality education. This includes:

- Curriculum development
- Data, attendance and behaviour reviews
- Headteacher performance management
- Safeguarding, SEND and pupil premium reviews
- Educational policy development and quality assurance

Organisational Management and Assurance

The Organisational Management and Assurance team ensure that the Trust operates with clarity, strong governance and high standards of accountability. It supports school improvement by providing accurate, tested information to the Board of Trustees and leading initiatives that reduce workload in the schools. Key responsibilities include:

- Governance and compliance
- Strategic planning and performance monitoring
- Policy development and quality assurance
- Communications, marketing and clerking support

Job Description

Our Vision for IT

The IT Strategy is aligned with the Trust strategic goals and strives to provide 1st class IT services to all staff and students in out schools. To achieve this, the strategy focuses on five key strands: condition of the IT environment, support for the schools, cyber security & governance, IT operations and innovation. Together, these key strands have all triggered a move to utilise cloud first capability where possible. This is an exciting opportunity to join our highly skilled and forward-thinking IT team, providing support to our primary schools.

Overall Purpose of the Post

Under the reasonable direction of the IT manager and working closely with the wider Trust and school IT teams, carry out the professional duties in line with the job profile and in particular to:

- Provide general support to staff and pupils
- Support the aims and objectives of the Trust
- Frequently travel to Trust schools across the North West

Responsibilities and Accountabilities

Responsibilities

- Visit our primary schools on a regularly agreed basis
- Carry out daily/weekly/monthly checks on school systems as agreed
- Monitor the school IT helpdesk and prioritising jobs
- Carry out day-to-day IT support duties for the schools, including remotely when not on site
- Coordinate IT projects at school level
- Work with IT support managers on larger Trust-wide projects
- Play an active role in formulating the 3-5 year IT Strategy
- Deliver the agreed 3-5 year IT Strategy within the agreed budget
- Ensure endpoint protection is maintained and up to date on all devices
- Ensure endpoints are patched appropriately with the latest updates
- Be aware of and follow the Trust Cyber Response Strategy when appropriate
- Ensure physical security of the network by ensuring unauthorised devices are not connected to the production environment

Support for the Curriculum

- Support the Trust's move to cloud first by providing support for staff and students
- Actively participate in training opportunities and further development of the cloud first environment
- Collaborate with colleagues across the Trust
- Perform routine fault repairs of software and hardware
- Perform network fault-finding and diagnosis as required

- Install new software and peripherals as required
- Install and maintain software and hardware as required
- Manage and maintain adequate stock levels of consumables
- Help teaching and support staff with advice regarding software and hardware as required
- Timely and accurate preparation and use of specialist equipment/resources/materials as required by staff/curriculum etc
- Maintain accurate records as requested
- Liaise with third party support providers as appropriate
- Provide support to local schools to meet agreed Service Level Agreements
- Investigate and research new technologies, hardware and software and assist in implementation
- Deliver training to teaching and support staff in the use of school systems
- Monitor and prioritise IT helpdesk tickets
- Support the remote learning provision in schools

Support for the Schools

- Be aware of and comply with policies and procedures relating to child protection, health and safety, security and confidentiality, reporting all concerns to an appropriate person
- Be aware of and support difference and ensure all pupils have access to opportunities to learn and develop
- Contribute to the overall ethos/works/aims of the schools
- Appreciate and support the role of other professionals
- Attend relevant meetings as required
- Participate in training and other learning activities as required

The successful candidate must hold a full UK driving license and be able to provide own transport to other sites (travel expenses will be reimbursed).

Person Specification

Essential Criteria

- Level 3 qualification or higher in an IT-related subject
- GCSE grade C or above in Maths and English
- Full UK driving license
- Significant experience of working in an IT Support Environment
- Significant experience of server management
- Significant knowledge of PC Hardware/Software & Network Systems/Printers
- Sound knowledge of Active Directory, Server 2012/2016/2019, Windows 10/11 etc

Desirable Criteria

- Degree level qualification in an IT-related subject
- Experience of working in a school environment
- Knowledge of major Microsoft cloud-based back-office systems including Azure AD, Exchange, SharePoint/OneDrive, Security & Compliance, Intune, Autopilot, Teams, etc.
- Evidence of experience managing projects
- Logical approach to problem solving
- Experience of working with Apple technologies (iPods, iPads, iMacs etc.)
- Knowledge of imaging and software deployment techniques (SCCM, Intune)
- Must enjoy seeing jobs through to completion
- Must be able to work on own initiative, and to specific deadlines
- Excellent communication skills
- Positive attitude
- Patience and determination
- Be able to work with and around staff and students in a school setting
- Flexibility
- An empathy with children
- Approachability
- The ability to organise workload.
- The ability to work without direct supervision.
- The ability to work as a member of a team
- The ability to effectively supervise others
- The ability to maintain confidentiality.
- Excellent attendance and punctuality record.

How to Apply

Please submit an application form and a supporting statement of no more than two sides of A4 outlining why you are interested in the opportunity and how your application addresses the requirements for the role.

Applications should be addressed to Mrs Helen Caldwell (Director of IT and Cyber Security) and can be returned by email to h.caldwell@rlt.education

Alternatively, send a hard copy to:

Mrs H Caldwell
The Rowan Learning Trust
18 Beecham Court
Goose Green
Wigan
WN3 6PR

Closing Date: 3pm, Monday 25th August 2025

Interview Date: TBC

The Rowan Learning Trust are committed to safeguarding, to promoting the welfare of our children and adhering to the Equality Act 2010 and expects all staff to share this commitment. The successful candidate will be required to undertake an enhanced Disclosure and Barring Service check. To comply with the Asylum and Immigration Act 1996, all prospective employees will be required to supply evidence of eligibility to work in the UK.

We will make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

All appointments are subject to satisfactory references, proof of qualifications and eligibility to work in the UK.

The Rowan Learning Trust is an equal opportunities employer.