Oaklands Catholic School and Sixth Form College

APPLICATION PACK FOR

SENIOR IT TECHNICIAN

Potential for Greatness

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Senior IT Technician   Community Unity Opportunity

Senior IT Technician

Permanent Appointment, Full time, 52 weeks per year

37 hours per week

Monday to Thursday 08.30am-16.30pm and Friday 08.30am to 15.30pm (unpaid lunch break of 30 mins each day)

Support staff Grade D1, Salary £27,780

This opportunity is one that I hope will capture your enthusiasm and I would like to thank you for your interest in this post. The Governors are seeking to appoint a Senior IT Technician to join our hardworking, committed and enthusiastic IT Support team.

The Senior IT Technician's role is to support the IT Support Team in the day-to-day delivery of high-quality IT services to the school. Working as part of a small team supporting a Secondary school and Sixth form college in Waterlooville and two primary schools in Portsmouth, our team supports 2,000 users and 1,200 windows devices, network infrastructure, printers, photocopiers and classroom equipment as well as CCTV, telephone system and sound and lighting equipment.

If you are a Catholic, you will understand the distinctiveness of Catholic schools such as Oaklands and this will be attractive to you. You do not have to be a Catholic to work at Oaklands; the Governors welcome applications from candidates of differing faith backgrounds or none who can be supportive of the school ethos.

The principal responsibilities of the Senior IT Technician are:

Network Maintenance

- Show initiative by conducting routine maintenance, as necessary. This includes but is not limited to troubleshooting printer issues, resolving user account issues and hardware maintenance
- Maintain the user database to ensure it is up to date: ensure timely creation of new starters, deactivation of leavers
- Managing the mass yearly intake of students in September (year 7 and year 12). This includes both network and email account configuration (Active Directory account, Office 365 account creation, applying correct Office 365 licensing, group memberships, and Microsoft Team creation and population
- Maintain network security by ensuring latest Windows patches are applied and anti-virus updates are installed
- Maintenance of firewall policies for both security and to create a safe browsing environment for users
- Escalate support tickets to external third line support when necessary and work with them to find a solution
- Maintain the school network build image (to deploy to desktops and laptops) on a regular basis to ensure it is up to date. This includes importing necessary driver packages, adding required software, removing obsolete software, and editing the

task sequences. The latest Windows operating systems also need to be imported and tested with the network build
- Maintain group policies for all school devices and users for optimal, secure computer use
- Install and configure network switches when required (including both physical mounting and configuring the networking/VLANs on each switch)
- Work closely with the IT Manager to support, assist and advise on both the day to day IT and the wider project work

IT Support Helpdesk

Responsible for ensuring that support incidents, problems, and requests for change are recorded according to the team's SLA:
- Maintain (and configure when necessary) systems such as:
  - External web systems (School Website, RoomBooker, Kerboodle, …)
  - Wireless Network—SSIDs and APs
  - Anti Virus software
  - Printers and Photocopiers
  - Office 365 and Admin Portal
  - Digital signage
  - CCTV
  - Tablets
  - Apple Mac computers and iPads
  - IP Telephones
  - MDM Systems—JAMF, TinyMDM
  - Social media platforms and marketing content
  - Projectors/interactive panels and speakers
  - Entry systems
  - Cashless catering
  - MIS and Reporting software
  - Multimedia software
  - School AV Equipment—Theatre Sound and Lighting, Drama Lighting
  - Data recovery and Backups

Take ownership of support incidents
- Play an active part in resolving support incidents reported (via telephone/help desk) and resolve quickly and efficiently
- Respond to all incidents in a positive and friendly manner
- Update the status of tickets on a regular basis to keep users informed
- Ensure the user is happy with the resolution before closing tickets, to minimise tickets being re-opened
- If necessary, escalate support incidents to the IT Manager
- Actively listen to radio calls in case a teacher/support staff member requests IT support

Asset Management
- Help to install new equipment and software
- Configure new equipment to a high standard to help prevent future issues arising
- Record new equipment (laptop/tablet/desktops) on the relevant inventory system

- Install and configure software on client machines/servers as and when directed
- Maintain A/V equipment (classroom and hall projectors/speakers/lighting)
- Work with suppliers to submit warranty claims as directed
- Regularly clean and reset air filters in projectors
- Change lamps in projectors when required

Other Responsibilities

- Assist with setting up and operating AV equipment
- If required, assist with "out of hours" school events including events in the hall which require sound and lighting (at times when reasonably requested)
- Adhere to school policies and legal obligations (for example, GDPR, child protection and safeguarding legislation)
- Keep up to date with health and safety procedures, school policies and the staff handbook
- Attend meetings and training sessions as and when required
- Monitor alerts and forward any safeguarding issues to the designated safeguarding leads
- Assist helping with the setup and support of ICT lesson requirements when required
- Perform regular checks of school IT suites to ensure all equipment is functioning correctly
- Keep up to date with IT current news, changes and updates, as well as Cyber threats and security
- Attend meetings and training sessions as and when required
- Monitor alerts and forward any safeguarding issues to the designated safeguarding leads
- Assist helping with the setup and support of ICT lesson requirements when required
- Perform regular checks of school ICT suites to ensure all equipment is functioning correctly
- Any other duties as reasonably instructed by the school management

Beyond Oaklands

The IT Support Team has taken on support for two Catholic Primary schools and may take on responsibilities for supporting other organisations in the future. It would be expected that the post holder would show flexibility and contribute to this process by offering support in line with their skills and abilities for external customer. This may involve regular or ad-hoc site visits, undertaking duties like those stated above.

The role also may consist of support in both internal and external lettings, events and performances. It would be expected that the post holder is able to contribute towards supporting these on a pre-agreed rota basis.

Oaklands is a Catholic Academy taking in boys and girls from 11-18, which has been established by the Diocese of Portsmouth for the education of Catholic children who live within the designated parish catchment area allocated to the school. In addition, Oaklands also takes in a number of children from other Christian denominations whose parents have specifically requested a Catholic education at the school, provided that they satisfy the criteria laid down in the Governors' Admissions Policy.

Oaklands has over 1,300 students on roll, including a Sixth Form College of 220 students. It is a well-established comprehensive school, which is well supported by parents and highly respected in the community. Oaklands offers a full range of GCSE and A Level courses. Students at all levels are provided with challenge and support as appropriate. The school's success is rooted in a strong academic tradition.

The school is part of a soft federation; working closely with other local schools, which provides an opportunity to share expertise and resources. We are also part of the wider Edith Stein Partnership, working closely with other local Catholic schools across primary and secondary phases.

We are on an exciting and imaginative journey; providing the best support possible for teaching and learning is at the heart of what the support services aims to achieve, including:
• Modern or refurbished buildings, maintained to the best possible standards
• Up to date furnishings and equipment to meet todays education needs
• Efficient and relevant process and procedures
• Continuous Improvement – empowering staff to take responsibility for areas of change

Oaklands stands within attractive and extensive grounds including woodlands and playing fields. Well-equipped specialist facilities are provided for all areas of the curriculum. In recent years Oaklands has undergone major refurbishment in many areas.

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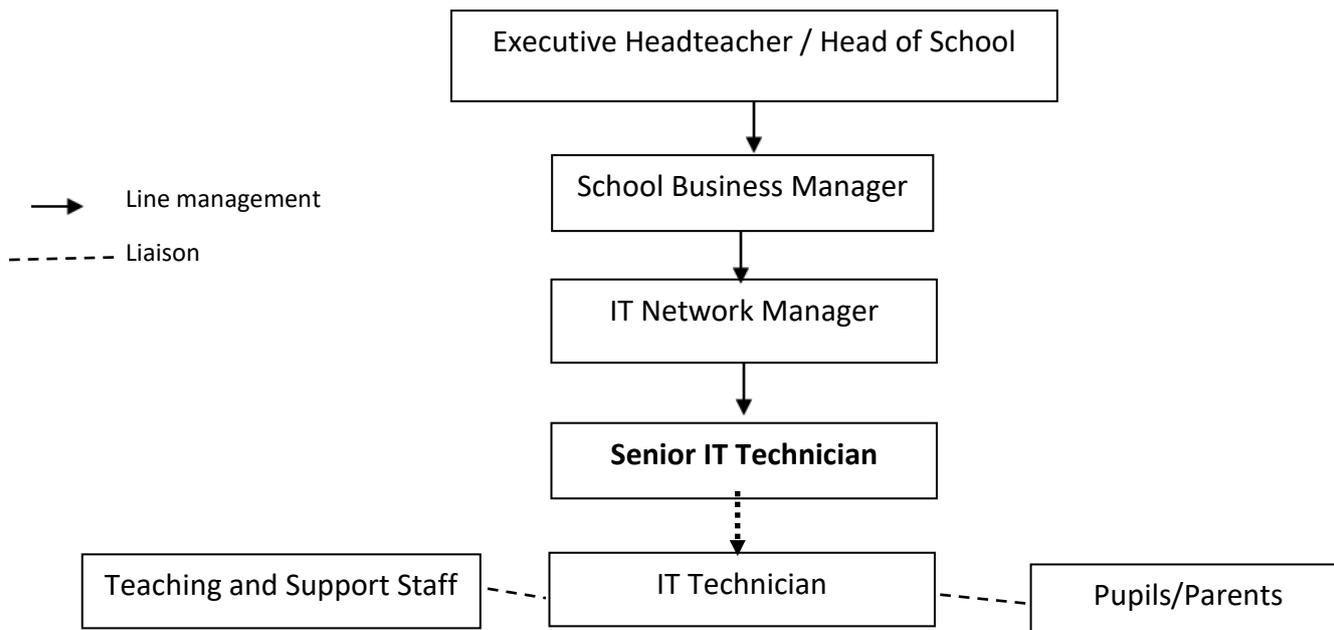
PERSON SPECIFICATION

Essential:

- 4 GCSEs (or equivalent) C and above (including Maths and English)
- Level 3 (or equivalent) in IT Infrastructure (or similar)
- Ability to work in sympathy with the ethos of the school
- Good verbal and written communication skills and ability to relate well to children and adults
- Ability to effectively use ICT packages (Office Suite and email)
- Displays commitment to the protection and safeguarding of children and young people
- Excellent communication skills
- Well-developed interpersonal skills
- Confidence
- Ability to see a project or task through to a successful conclusion
- Imagination and vision
- Strong commitment to team- working and partnership

The following would be desirable:

- Knowledge of IT systems and software
- Ability to use relevant equipment / resources and technology A level education or beyond
- Willingness to train as Fire Warden/First aider

The duties and responsibilities in this job description are not restrictive and the post-holder will be required to undertake other reasonable duties as requested by the line manager.

Please note all staff will be required to complete and obtain a clear Enhanced DBS

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                    │  Executive Headteacher / Head of School │
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                    │      School Business Manager        │
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                    │        IT Network Manager           │
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                    │      Senior IT Technician           │
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│ Teaching and Support Staff │─ ─ ─ │   IT Technician  │─ ─ ─ │  Pupils/Parents  │
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→ Line management

– – – – – Liaison

The key decision making areas in role
- Prioritise tasks/workload
- Generalised IT Support

The role dimensions
No. of pupils: 1400+ (secondary)
No. of departments (secondary): 15+

Internal Contacts
- Teaching and Support Staff – dealing with hardware, software and network incidents on daily basis
- IT Manager – decisions regarding management of networks, work loads , issues, hardware, software, network problems, ordering of equipment, budgets etc
- Students – account problems, ICT support, sound and lighting

Support Management/External Contacts
- Contractors, repairers ensuring work carried out as requested and on time
- Suppliers - liaise regarding orders and payments
- Facilities hire – liaise regarding IT support requirements

Working conditions — environment and physical effort or strain
- Moderate degree of physical effort involved in preparing classroom equipment, specifically moving and repairing monitors and computer systems, delivering tablet flight cases to classes, installing projectors/changing lamps Use of solvents – screen cleaners
- Occasional lone working
- Working at height

Context/additional information
- Required to attend training to keep skills and knowledge up to date
- Responsible for maintaining high standards of health and safety in order to ensure pupils and colleagues are protected from hazards, within the framework of relevant risk assessments.

Nine Reasons why we think you might want this role at the Edith Stein Catholic Academy Trust

• In your current role you have already had a positive impact on the organisation you work for

• You believe in the strength that working with a diverse group of people brings

• You are attracted to working in a Trust that can provide a range of opportunities for you and your colleagues

• You value young people and see that professional and effective support functions ensures continuity of teaching and learning

• You can see the value in developing professional relationships that get the best out of colleagues

• You are excited by the chance to work collaboratively with other colleagues in other departments

• You are motivated by the thought of being a member of a team that delivers some of the best education in Hampshire

• You give of your time freely recognising that this contributes to successful outcomes and job satisfaction

• You want to use this position as a stepping stone to career advancement

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IT Network Manager – Nicolle Pinchen

I joined Oaklands in April 2019 as an Apprentice IT Technician. I worked closely alongside our small team of skilled technicians to help solve and support issues around the school. I have a background in the Music Industry, mainly the business and promotion side. I studied a Music Business and Promotion degree at Southampton Solent University.

Eighteen months after finishing University, I decided to pursue a career in IT, this has always been a strong passion of mine. The support at Oaklands has made me realise that I could have a career in this area. There is a strong link between my degree experience and some of the work here at Oaklands, which includes technical support of events in our main auditorium. The apprenticeship scheme at Oaklands enabled me to learn on the job and gain two qualifications, most recently being a Level 4 in Network Management.

I have since been able to step into the role as Network Manager, making key decisions about the IT networking within the school and the wider trust, with the support of the small team who I am lucky enough to now line manage. My work is wide and varied from managing the ticket fault reporting system to ensuring the network is working without vulnerabilities and threats. No two days are the same at Oaklands, which keeps the role both interesting and exciting.

For me, the best thing about working here is the community. There is a strong feeling of community spirit and support within that, no matter what area you work in. If you are thinking of a career at Oaklands I would say 'Apply'! It is the best career choice I have made. Oaklands is a fantastic place to work with a lot to offer!

Head of History Department - Hayley Short

I started teaching at Oaklands in 2019 as an NQT. As a new teacher to this profession, I was positively welcomed to the school and to the community Oaklands provides. Not only this, it was a brilliant school to help me develop as a newly qualified teacher, as I was able to learn alongside highly skilled and experienced colleagues.

Although new, I was trusted with responsibilities within our History Department which helped me develop my skills within and outside the classroom. In 2023, I was given additional responsibilities as Lead Pastoral Practitioner, working with KS4 Heads of Year to develop and promote positive student behaviour patterns. Within our thriving History Department, my ideas and training have been strongly encouraged and since September 2024, I have been very much enjoying my new role as Head of Department.

I can see myself working here for many, many years to come.

I really enjoy working in a Catholic School, the sense of community is unique, and ensures that you are working in a positive and caring environment; the importance and impact of faith on the lives of young people ensures that our students not only learn academically but also morally. Our school's traditions ensure that this school is so special. Our students are fantastic, and make me thankful to be a teacher.

If you would like to work here, you will be welcomed into our community and will be able to work in a lovely, wonderful school! I would recommend this to anyone.

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The successful candidate must have relevant and up-to-date knowledge in relation to working with and protecting children and young people. All staff working for the Trust are expected to display a commitment to the protection and safeguarding of children and young people.

All support staff are bound by the terms and conditions of contract of employment issued by the Catholic Education Service. The trustees, as employer issue you with a Catholic Education Service (CES) contract this is downloadable from the CES and school websites.:

Vacancies - Oaklands Catholic School and Sixth Form College

- Please complete a CES Support Staff application form. This can be downloaded from the Oaklands school website
- Please also complete and return the Consent To Obtain References Form

Completed applications and Consent Forms should be sent by email to:
l.austin@oaklandscatholicschool.org

or by post (marked 'Application' in the top left hand corner) to:

Mrs Louise Austin (HR)
Oaklands Catholic School
Stakes Hill Road
Waterlooville
Hampshire
PO7 7BW

Please note that incomplete applications will not be accepted.

Closing date:
Sunday 22nd March 2026 5pm
Interviews:
Week commencing 23rd March 2026

Please note on Page 10 of the application from you are required to complete a supporting statement.

The candidate application form asks for three references. Normally one of these referees should be your current or most recent employer. Please see the details in the application form. We reserve the right to take up references with your previous employer.

In addition to asking your referee questions related to your suitability for the position we will make enquires into the following:

- Disciplinary procedures in relation to allegations of inappropriate conduct with children, including any in which the penalty is 'time expired' (that is where a warning could no longer be taken into account in any new disciplinary hearing for example)
- Whether the applicant has been the subject of any safeguarding concerns
- The outcome of any enquiry or disciplinary procedure
- If the candidate is not currently working with children but has done so in the past, his or her previous employer with children will be asked about those issues.

In accordance with safeguarding guidance the school will not consider 'Open References' from a candidate. As part of the interview process all candidates will be required to:

- Take a tour of the school
- Meet the team
- Undertake a competency task
- Participate in a panel interview

Please visit our school website for more information about Oaklands and other recruitment documentation:
www.oaklandscatholicschool.org

- Supplementary Forms (to be given in at interview stage)
- Recruitment and Monitoring Form
- Rehabilitation of Offenders Act 1974 Disclosure Form
- Exam Results
- Annual report and financial statements
- Governor strategy
- Oaklands Catholic School Main Prospectus
- Equality Act 2010

What about those FOUR reasons why this role might not be for you!

The match of your skills and experiences to our needs is not a good fit

Come and visit us, read the pack, phone Karen Hastilow (HR Manager) and find out if the match is better than you think

You are anxious about coming into a Catholic school (don't be)

Again come and visit us, experience our community and talk to staff about their experience. The majority of staff at Oaklands are not Catholic

You have not worked in the education sector

If you have no previous education sector experience, then we still want to hear from you. Most of our best staff had little or no experience in a previous education setting but have brought valuable skills and experience into our Academy Trust

You feel you might not be ready for this challenging new role

If you are still reading, then you probably are

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Hants

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