

ICT Support Technician
Rye Hills Academy

Applicant information pack

ICT Support Technician

Required as soon as possible

37 hours per week, full-time

Permanent

Salary Grade 3, SCP7 – SCP11

£27,274 - £29,071 (FTE)

Rye Hills Academy is part of the North East Learning Trust and we are seeking to appoint an ICT Support Technician to join our dedicated and friendly team.

This appointment will be based at Rye Hills Academy where we have an exciting opportunity for you to join a school that has been on a journey of rapid improvement.

Rye Hills Academy is a mixed 11-16 comprehensive school with over 800 students from Redcar and the surrounding areas.

This role will support ICT service resources within our schools, this will include care and maintenance of computing, audio, visual, printing and telephony equipment. This position will be based at Rye Hills Academy with the occasional need to report to other sites within the Trust to support emerging needs.

Our vision is simple and shared by all schools in the Trust, is that every child experiences excellence every day.

We are committed to:

- A vibrant learning community with enthusiastic and engaging students
- A positive and caring ethos
- An excellent learning environment and resources
- A team of hardworking, dedicated and friendly staff where everyone is valued

We can offer:

- National Terms and Conditions of Employment
- Access to Local Government Pension Scheme
- Generous holiday entitlement of 32 days, plus bank holidays (pro rata for part time staff)
- Up to 1 day paid leave for staff wellbeing
- Lifestyle Savings including gym discount and range of discounts from top retail brands
- A comprehensive Employee Assistance Programme providing free confidential advice and a counselling service 24/7 365 days per year

The successful candidate will:

- Have previous experience within an ICT support role
- Have a demonstrable understanding of Windows based environments
- Be confident with all aspects of client-side operating systems, network drives/printers
- Support the multi discipline of differing systems and technology
- Have good communication skills with a warm approachable manner
- Be organised and have good record keeping
- Effectively time manage multiple open enquiries and resolve/record them as appropriate
- Be flexible in their approach to work

- Be a team player

Deadline: Monday 7th December 2026
Interviews taking place week commencing 7th December 2026

How to apply:
Application packs can be downloaded from our website.

Letters of application should be no more than two sides of A4 and should be returned with application forms to claire.thornton@ryehillsacademy.co.uk or by post to Claire Thornton, Support Services Manager, Rye Hills Academy, Redcar Lane, Redcar, TS10 2HN

For an informal discussion or further information please email Daniel Robson, Deputy Director of IT Services, at daniel.robson@nelt.co.uk

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment. All posts will be subject to receipt of satisfactory enhanced DBS disclosure, medical and reference checks. All pre-employment checks are in line with "Keeping Children Safe in Education" and the Trust's Safeguarding Policy which is available on our website.

Job Description

Post title: ICT Support Technician
Responsible to: Schools ICT Manager
Salary Band: SCP7 – SCP11

Job Purpose:

To provide technical support, advice and guidance to users; assisting in all aspects relating to the care and maintenance of computing, audio, visual, printing and telephony equipment whilst supporting junior staff as required.
The role is predominantly local 1st and 2nd line support, assisting senior technical staff as required.

Duties and Responsibilities:

- Basic end user orientation, desktop and application use as well as cloud services as required
- Respond to queries and requests for assistance, logging and updating those queries to reflect the ongoing status using the helpdesk ticket system
- Support end users and their associated accounts/data
- Provide general support for end user devices & printers
- Maintain print devices and queues, escalating maintenance issues with supplier
- Update group policy as required using change control
- Monitor devices to ensure AntiVirus/Updates/Firewall etc. health
- Monitor WebFilter/Firewall effectiveness and general health by routine testing
- Monitor UPS system and perform battery checks
- Ensure wireless connectivity is working as designed by performing regular connectivity and throughput testing
- Update asset system as appropriate to track old/new equipment, moves/allocations etc.
- Test and triage AV solutions ranging from a single projector/IWB to multi display/multi source systems
- Test and maintain end user devices and facilitate any required relocations or end of life processes
- Contribute towards and assist with ongoing school-based projects

General Accountabilities:

- Be an ambassador for the IT service and adopt a can-do approach to support schools.
- Work in compliance with the Codes of Conduct, regulations and policies of the Trust, and its commitments to equal opportunities
- Ensure that output and quality of work is of a high standard and complies with current legislation/standards

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Health and Safety:

It is the responsibility of individual employees at every 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 co-operating 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

	Essential	Desirable
Education/training	• 5 GCSE qualifications grade 9-4 / A-C (or equivalent) • Demonstrable commitment to personal professional development	• L3/4 Qualification in ICT • Applicable vendor certification i.e. CCNA, MCSA, CompTia+
Experience	• Previous experience within an ICT support role • Experience of providing advice and guidance to users in their use of ICT • A demonstrable understanding of Windows based environments • Confident with all aspects of client-side operating systems, network drives/printers	• Experience of ICT support within education, including: • ESS SIMS • Microsoft Windows 10/11 • Windows server 2012 - 2022
Aptitude and skills	• Excellent communication skills with the ability to use non-technical language • Excellent customer care skills • Troubleshooting problems at various levels • Ownership of tasks through to root cause • Excellent organisational skills with the ability to plan and organise time effectively, to manage and meet tight deadlines • Good time management	
Personal qualities	• Self-motivated and enthusiastic • To work within a team as well as work on own initiative • Ability to work flexibly and outside Trust hours if the need arises • Commitment to the highest standards of child protection & understanding of safeguarding responsibilities • Commitment to equal opportunities • Ability to independently travel to schools within the Trust as required	

References:

References will be requested prior to interview, except for non-teaching roles where there are exceptional circumstances, and the applicant does not give consent to do so on the application form.

DBS:

North East 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.

Pre-occupational health:

Pre-occupational health checks are an essential part of the selection and recruitment process to assess if any reasonable adjustments are required.

Equal opportunities:

We 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.