

THE CROSSLEY HEATH SCHOOL



**IT Technician
CANDIDATE PACK**



KINDNESS



COURAGE



EXCELLENCE

IT Technician

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WELCOME FROM THE HEAD TEACHER

Welcome! My name is Dean Jones and I am the Headteacher here at The Crossley Heath School. It's a privilege to lead this remarkable school. Crossley Heath is steeped in rich history that dates back to 1585 with education taking place on this site since 1864 when the building was founded as an orphanage and school. This heritage provides the basis of inclusivity and social mobility that we still have at the heart of our ethos. We are an inclusive school family, building on our proud heritage to achieve our vision to be **“The leading school for educational excellence, where we nurture happy students with strong values so they all contribute positively to society”**. We believe in realising every student's potential to change the world for the better. Promoting values of kindness, courage and excellence from our students.

One of the most wonderful features of Crossley Heath is our warm, vibrant school culture, with a rich diversity of students from all backgrounds. We have aspirational classroom environments, a house system allowing all students of all ages to collaborate and compete, as well as commitment to a vast range of extra-curricular opportunities through clubs, sports and trips across the country and the world. This sense of care and community extends to our dedicated staff, who are passionate educators committed to the students and school we serve. If you are a hard-working individual who thrives in a collaborative and supportive environment, I encourage you to explore the exciting opportunities at Crossley Heath School. We are always seeking talented individuals to join our team and contribute to the ongoing success of our students.

The IT Team are integral to the operational success of the school and we aim to be at the forefront of technology in order to maximise the experience and knowledge of our staff and students. This is an exciting time to join the school and we welcome applications from individuals who can evolve with our continuous development and aspire to contribute to our success.

Details of the application process can be found on page 10 of these documents. Please visit our website (www.crossleyheath.org.uk) to explore the school further. Please do not hesitate to get in touch with the Chief Operating Officer, Mrs. Debbie Gallimore, (d.gallimore@crossleyheath.org.uk) if you require any further information in the first instance.

I hope you will take the opportunity to explore further and decide that this role is the right one for you and we look forward to receiving your application.

Dean Jones M.A.
Head Teacher, The Crossley Heath School



INFORMATION ABOUT THE SCHOOL

WHO WE ARE AND WHAT WE STAND FOR

At Crossley Heath we see ourselves as a school family. Our school building was founded as an orphanage and school 160 years ago and the spirit of inclusivity and social mobility on which we were founded lives strong today. The school evolved into an amalgamation of Crossley and Porter and Heath Grammar Schools allowing us to trace our heritage back to 1585 and the origin of the school motto 'Omne bonum ab Alto' meaning "all good things come from above" which can both have a spiritual dimension and remind us to be thankful to the generations before.

We are a grammar school for entry into Year 7 which means students of all backgrounds are welcome at our school, they just have to show the aptitude to excel on the entrance examinations. We are proud of our diverse student body and much higher proportion of students accessing Free School Meals than other grammar schools as inclusion is at the heart of our ethos. We have a thriving sixth form which is integral to the life of the school. We embrace and celebrate our wide ethnic and geographic diversity and endeavour to be a genuinely warm, inclusive and vibrant school community.

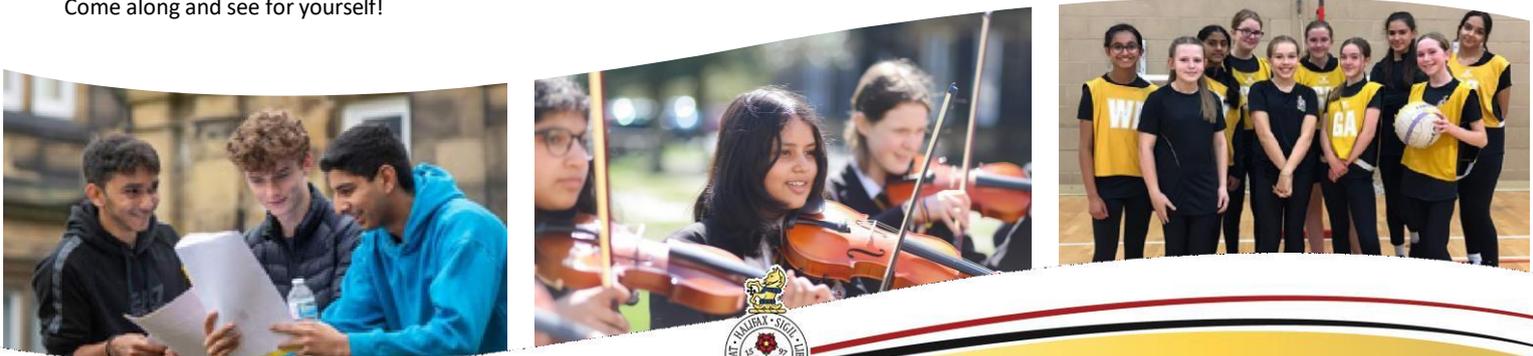
OUR VISION: We truly look forward to welcoming students to The Crossley Heath School and championing their success throughout every moment of their time with us. We are **a school with a heart** and consider our staff, students and their families to be a school family. Our vision is to be **the leading school for educational excellence, where we nurture happy students with strong values, so they all contribute positively to society.** The happiness of our students really matters to us. We know that academic achievement will give them the brightest choice of future careers which will allow them to be happiest. Our aspiration is for our students to spread happiness too as positive role models for our values of kindness, courage and excellence. Our students will influence society for the better, leaving our school committed to making the world a better place.

OUR VALUES: **Our values are kindness, courage and excellence.** Crossley Heath students have the kindest manners, support others in a spirit of philanthropy and are inclusive in welcoming all people into our school family. We stand up courageously for what is right, celebrate the diversity of people from all backgrounds, recognise that the resilience to bounce back from failure is central to success in life and we develop the confidence to help influence the world to become a better place. Excellence is our goal, excelling academically through hard work, giving our all to sports and the arts, seizing every opportunity to shine.

OUR PURPOSE: **Unlocking potential; building leaders of the future.** We are a grammar school with the purpose of promoting the highest achievement and most aspirational future destinations for our students. In this way we are an engine for social mobility as we unlock the potential of the most academically able students, regardless of their background, to achieve the highest of goals. Our heritage has blessed us with a truly unique building and a spirit of philanthropy, such that we have a desire to promote the welfare of others through giving our time to support and fundraise for charities helping the most vulnerable in our local community. We are here to develop students with the strength of character, aptitude and positive commitment to sharing happiness as leaders of the future.

We have a vibrant House system which adds a strong sense of positive competition and affords students an opportunity to express themselves, demonstrate their talents, make lifelong friends and have fun. Indeed, many former students comment that some of their fondest memories are of taking part in activities for their House. Student leadership is a strength at Crossley Heath with all students, led by 6th form leaders, taking part in fundraising, Eco Schools, health and well-being initiatives. Extra-curricular activities, especially a wide variety of sports, are also a strength of the school as we have teams competing in rugby, football, netball, cricket and athletics throughout the year. Our school trips are many and varied across all subjects and with overseas trips ranging from Belgium to Berlin and Canada to China.

Partnership building is a Crossley Heath characteristic as we are a school family with highly supportive parents, carers and families, a vibrant local community and alumni who stay connected to our school for life. We care deeply about wellbeing and believe in being the friendliest and happiest school possible. Our staff are supported with a culture of listening, collaboration, commitment to professional development and an additional weekly free period on top of that typical in schools by way of a thank you for all that teachers do to support our wonderful students. Our students are the warmest and most welcoming people, they make being part of the Crossley Heath school family an absolute pleasure. Come along and see for yourself!



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 admin@crossleyheath.org.uk



www.crossleyheath.org.uk Head Teacher: Mr. Dean Jones M.A

IT Technician

37 hours per week; All year round

Salary Grade: Scale 5, £28,598

Start Date: As soon as possible

Due to internal promotion, we are seeking to appoint a proactive and customer-focused IT Technician to join our team at The Crossley Heath School.

Working under the direction of the Network Manager, you will provide responsive first-line technical support to staff and students, ensuring the smooth day-to-day operation of classroom and administrative IT systems. The role involves resolving hardware and software issues, supporting classroom technology, deploying devices, and maintaining high standards of service across the school.

This is a varied and fast-paced role in a busy secondary school environment. You will be both proactive and reactive — responding to support requests, assisting in classrooms, preparing devices for staff and students, and helping to maintain reliable IT systems that support excellent teaching and learning.

We are a very supportive, friendly, down to earth school with a diverse student population. We welcome applications from all backgrounds.

Information about the school is available on our website together with further details about the post and an application pack. All completed applications should be returned to Mrs Gaynor Fisher, Office Manager (g.fisher@crossleyheath.org.uk) by 8.00 am on Wednesday 18 March 2026. Interviews will be held on Monday 23 March 2026.

We are committed to safeguarding children in all aspects of recruitment and selection. The appointment will be subject to pre-employment checks, including an enhanced DBS check.

We believe our staff are the school's greatest asset. We have signed up to the Education Staff Wellbeing Charter with the aim of supporting the wellbeing and mental health of all staff.



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JOB DESCRIPTION

Job Title: ICT Technician
Grade: Scale: 5, £28,598
37 hours per week full time. General working hours are 08.30-16.30, Monday to Friday however, working outside of these hours may be required.
Line Manager: Network Manager

Overall purpose of the post

To provide first-line technical support to staff and students, ensuring the smooth day-to-day operation of classroom and administrative IT systems. The postholder will respond to support requests, resolve hardware and software issues, and support the maintenance of devices and AV equipment across the school under the direction of the Network Manager.

Key responsibilities:

Communication

- To inspire, encourage and help all staff and pupils get the most from their use of IT.
- To provide high quality customer service, offering advice and guidance to staff and students on the safe and effective use of IT.
- To explain technical issues and solutions clearly in plain language appropriate to the end user.
- To escalate significant or recurring issues promptly to the Network Manager.
- Maintain effective communication with the team.
- To maintain a high-level of confidentiality at all times

• **Technology**

- To be responsible for own personal development and continuously improve own technical knowledge
- Install, configure and maintain desktops, laptops and peripheral equipment
- To prepare and deploy staff and student devices, including imaging and basic configuration
- Install and test approved software applications
- Ensure an up-to-date inventory is kept of all the school's hardware and software licences
- Ensure a log is kept of all technical faults
- Ensure computers are kept up to date and virus/malware free
- Supporting AV equipment such as projectors, interactive boards and digital signage.

• **User and System Support**

- To create, amend and disable user accounts in Active Directory and Microsoft 365 under direction.
- To reset passwords and support multi-factor authentication issues.
- To troubleshoot login issues for staff and students.



JOB DESCRIPTION

- To escalate network, server or infrastructure faults appropriately.
- To assist with scheduled updates and maintenance of endpoint devices.
- To support whole school events as required.
- **CCTV, Biometrics, Door Access, ID cards and cashless catering**
- To support the enrolment of new users onto access control and biometric systems
- To support the production of accurate ID card records and produce ID badges for staff and sixth form students
- To assist with maintaining biometric records in line with school procedures
- Provide technical support for cashless catering,
- **Mobile Device Management**
- To support the configuration and deployment of mobile devices using the school's MDM platform .
- To ensure school mobile devices are encrypted and updated in line with policy
- Provide support and manage the school iPads using an MDM
- **Staff Training**
- To provide staff training on systems in use by the school when requested
- To prepare documentation for day-to-day IT tasks performed by staff enabling them to use the software independently.
- To contribute to user support documentation maintained by the IT team .

To actively maintain and extend expertise in appropriate areas relating to the above duties.
Any other duties as reasonably requested by the Head Teacher and consistent with the overall level, nature and grading of the post.

NOTES

1. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment.
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. This job description is not necessarily a comprehensive definition of the post. It will be reviewed annually and it may be subject to modification at any time after consultation with the holder of the post.
4. All staff participate in the school's performance management scheme.
5. This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

We are committed to safeguarding children in all aspects of recruitment and selection. The appointment will be subject to pre-employment checks, including an enhanced DBS check.



PERSON SPECIFICATION

JOB ROLE:	IT Technician
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Qualities	Essential	Desirable	How Identified
EDUCATION AND TRAINING	<p>Level 3 qualification in IT or equivalent experience</p> <p>Evidence of continued professional development</p>	<p>Relevant vendor certifications (e.g. Microsoft Fundamentals, CompTIA A+)</p>	<p>Application Evidence</p>
EXPERIENCE	<p>Providing IT support in a professional environment</p> <p>Experience troubleshooting hardware and software faults</p>	<p>Previous IT experience in an educational environment</p> <p>Experience supporting AV equipment</p> <p>Supporting iPads or mobile devices under MDM</p>	<p>Application</p>
KNOWLEDGE AND SKILLS	<p>Excellent at providing technical support to end users with varying levels of ability, both in person and remotely</p> <p>Strong working knowledge of Windows desktop operating systems</p> <p>Good understanding of Microsoft 365 applications and a working knowledge of Active Directory (password resets, user account changes)</p> <p>Good understanding of network fundamentals (Wi-Fi connectivity, IP conflicts, switching between wired/wireless)</p>	<p>Knowledge of Biostore and ParentPay cashless catering</p> <p>Papercut printer management.</p> <p>iPecs phone system</p> <p>Awareness of firewall and filtering systems</p> <p>Experience with classroom technologies (Visualisers, Projectors, Interactive Panels)</p>	<p>Application/Interview</p>



PERSON SPECIFICATION

<p>PERSONAL ATTRIBUTES</p>	<p>Excellent communication skills, both written and verbal</p> <p>Works well under pressure and able to prioritise workload</p> <p>Willing to work as an effective team member and be proactive in building sound professional relationships with the team</p> <p>Willingness and adaptability in tackling the variety of tasks arising in a school environment</p> <p>Willingness to work flexible hours when required</p> <p>Ability to use initiative and remain calm under pressure</p> <p>Strong organizational skills</p> <p>Ability to communicate, build and maintain effective professional relationships with colleagues, external suppliers and pupils.</p>	<p>Willingness to contribute to improving processes and documentation</p>	<p>Application/Interview</p>
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PERSON SPECIFICATION

SAFEGUARDING AND WELLBEING	<p>Commitment to safeguarding and promoting the wellbeing of all children.</p> <p>Commitment to equality of opportunity and respect for diversity and the ethos and values of the school.</p>	<p>Desire to take on further / advanced Safeguarding training and responsibilities</p> <p>Evidence of CPD undertaken in this area</p>	<p>Application/Interview</p>
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WHY APPLY TO CROSSLEY HEATH?

You will be joining a school which is all about putting staff and students first. There are numerous wellbeing initiatives and social events to enjoy each term.

We believe our staff are the school's greatest asset. We have signed up to the Education Staff Wellbeing Charter with the aim of supporting the wellbeing and mental health of all staff

Other benefits include:

- ✦ Free parking
- ✦ Free access to onsite Fitness Suite
- ✦ Automatic enrolment to the Local Government Pension Fund
- ✦ Excellent CPD programme

HOW TO APPLY

Applications must be made using the school's application form. The application form requires the names of two referees, one of which must be your current or most recent employer. If you currently work in a school, this should be from the Head teacher.

Closing date: 8.00 am on Wednesday 18 March 2026. Interviews will be held on Monday 23 March 2026. Applications should be submitted by the deadline via email to Gaynor Fisher, HR/Events Coordinator, g.fisher@crossleyheath.co.uk

The School is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff are in a position of trust and therefore have a responsibility to promote and safeguard the welfare of children, young people and vulnerable adults in accordance with the nature of this post. The appointment will be subject to pre-employment checks, including an enhanced DBS check.



The leading school for educational **excellence**, where we nurture **happy** students with strong values so they all contribute **positively** to society.



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