



IT Technician Invicta Grammar School



1. INTRODUCTION

1.1. OUR TRUST

Our Academy consists of an exceptional cluster of primary and secondary schools at the heart of our local community, based in the Maidstone and Malling area of Kent. The Trust was legally established as a Multi Academy Trust on 10 March 2011.

VIAT believes in benefits of cross phase education, whereby all pupils, regardless of background, have a broad curriculum by specialist teachers across all ages; thereby enabling children to master the knowledge and skills they need to achieve their full educational and personal potential.

Our team work tirelessly to ensure that every child can be the best they can be along with providing an innovative and interactive curriculum based on the arts and academia; we aim to be at the forefront of developing new approaches to learning, embedding the 'mastery' approach to teaching and learning; securing the very best outcomes for pupils. Our children only get one chance in their education, and it is our responsibility to provide the very best for them.

All our schools have a strong, inclusive and cohesive ethos reflecting on the schools' world class vision; staff and pupils are inspired to embed the values of respect and resilience, while developing personal character through additional wider curriculum activities and opportunities which motivate them, enable them to grow in confidence and cultivate thinking skills and creative potential beyond typical expectations.

This secure foundation ensures an ethic of aspiration, a broader commitment to, and proactive engagement in, wider society; enabling our pupils to be fully ready – academically and personally – for their transition from primary into secondary school and a lifetime of influence beyond.

1.2. OUR VISION

The Trust Vision is to:

- Aspire to be an exceptional cluster of primary and secondary schools at the heart of our local community.
- Achieve our vision by bringing together a family of local schools - each with their own context, ethos, strengths, and areas for development - to work together to enable every single child, and every member of our team, to be the very best they can be.

The Goals of the Trust are to have individuals who:

- Are lifelong learners of character.
- Are creative thinkers and innovators.
- Are collaborative and independent problem solvers.
- Are responsible and active role models/citizens.
- Have a global outlook.

1.3. OUR ETHOS

At Valley Invicta Academies Trust, we put the children we teach at the very centre of all we do. We are deeply aware that children only get one chance at their education. Our staff, equally, are at the heart of our schools. Parents/carers and governors are proactively involved in school life and the local, national, and international community are an integral aspect of student and staff engagement.

Teamwork lies at our core: our entire community – students, staff, and parents work together and recognise the roles they play and the strengths they bring. Everyone has their voice heard; everyone is nurtured and cared for. We are ambitious and work hard to help enable excellence for all.

1.4. OUR VALUES

- Integrity;
- Collaboration;
- Excellence.

1.5. INVICTA GRAMMAR SCHOOL

Invicta Grammar School is a popular and outstanding 11–18 selective girls’ school which welcomes boys into the Sixth Form. With over 1600 students on roll, including nearly 400 in the Sixth Form, our school is widely recognised as a beacon of excellence, innovation, and collaboration.

Invicta is committed to the quality of care and education for all students, and through personal development, we prepare our students for the world of work in the modern world. I hope you share our excitement for the range of opportunities on offer and our passion for the Arts, Music, and Sport as we strive to give our students the best chance to develop confidence, leadership, and emotional intelligence.

At Invicta, we seek to develop the skills, talents, and interests of all our students as individuals. We have high expectations and high aspirations for all, and our vision is one of academic excellence in a supportive, inspiring, and caring environment. Our students love learning and achieve outstanding examination results, making us the best secondary school in Maidstone and a national centre of excellence.

If you are passionate about working in a dynamic team to provide inclusive support to enable students to have full and effective access to the secondary school curriculum, we would love to hear from you.

Come and join our dedicated team of professionals who are always willing to support new staff in the best interests of our students. Our school continually evolves in our drive for excellence; we aspire to provide Outstanding Care, Outstanding Education and Outstanding Opportunities. New opportunities, including career progression, are actively sought for all staff across the school. Collaboration with like-minded colleagues across the Multi-Academy Trust (VIAT) is set up to provide networking, support, quality assurance and friendship. If you think you would thrive in this environment we want to meet you.

To learn more about Invicta Grammar School, please visit our website www.invicta.viat.org.uk

To apply, please download a copy of the application form and email to: n.fitzgerald@invicta.viat.org.uk

2. PERSON SPECIFICATION		
AREA	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good standard of education (5 x GCSEs – Mathematics, English, Computing, or IT at grade C or above). • Familiarity with Windows, macOS and Chromebook operating systems. 	<ul style="list-style-type: none"> • IT/Computer Science qualifications at A-Level or equivalent.
Experience	<ul style="list-style-type: none"> • Experience of working in a busy environment. 	<ul style="list-style-type: none"> • Experience in an IT support role, preferably within an educational environment

	<ul style="list-style-type: none"> • Working collaboratively as part of a team. • Working to deadlines and managing priorities, as required. • Delivery of first line support to users using telephone, email, and face-to-face settings. • Experience using a variety of different devices running a variety of operating systems. 	<ul style="list-style-type: none"> • Use of computerised information management systems. • Experience using Active Directory/ • Experience administering Office 365 • Delivery of first- and second-line support in a variety of settings.
Knowledge	<ul style="list-style-type: none"> • Basic to moderate knowledge of a variety of the Windows and MacOS operating systems and a willingness to learn more. • Familiarity with network protocols and troubleshooting. • Knowledge of relevant and up to date safeguarding procedures. 	<ul style="list-style-type: none"> • Comprehensive knowledge of operating systems and relevant application technologies from a user/client perspective. • Knowledge of working with a Management Information System (MIS).
Skills	<ul style="list-style-type: none"> • Excellent verbal and written communication skills, with the ability to explain technical issues in simple terms to staff and students. • Patience and a helpful attitude when working with non-technical users, including students and teaching staff. • Ability to prioritise and multitask. • Must be a confident user of MS Office and MS Teams. • Excellent problem-solving skills and the ability to plan and deliver a solution to a given problem. • Basic knowledge of Audio-Visual equipment. • Strong written skills for creating guides, FAQs and training materials. 	<ul style="list-style-type: none"> • Basic understanding or willingness to be trained in Office 365, including SharePoint online. • Use of Power Automate and Power Apps to create processes to support a variety of distinct functions across the school. • Diagnostic and fault-finding skills. • Using an MDM platform to manage mobile devices. • Experience working with sound and lighting decks and associated equipment. • An understanding of school rules and responsibilities.
Attributes	<ul style="list-style-type: none"> • A professional demeanour with a high degree of reliability and punctuality. • A strong commitment to supporting teaching and learning through effective IT systems. • Willingness to adapt to the changing needs of the school environment, including working flexible hours, if required. • A proactive approach to learning new technologies and adapting to school-specific software and systems. • The ability to exercise good judgement when considering the need for escalating an issue. • Ability to work as part of a team. • Possessing a calm and friendly nature. 	

	<ul style="list-style-type: none"> • Flexible approach to tasks, innovative ideas, and change. • Professionally discreet and able to respect confidentiality. • Confident and able to use own initiative. • Commitment to safeguard and promote the welfare of children and young people. 	
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Please note that for the successful candidate, relevant training will be given, as appropriate.

3. JOB DESCRIPTION	
Job Title	IT Technician
Grade	VIAT 5 21-24 £27,307-£29,099
School / Department	IT
Base	Invicta Maidstone
Hours	37 hours per week (8.00am-4.00pm Monday – Thursday; 8.00am-3.30pm Friday), 52 weeks
Reports to	Network Manager
Accountable to	Head of School

3.1. JOB SUMMARY

The IT Technician provides technical support for the day-to-day operation of IT systems within the school. This role involves maintaining, troubleshooting, and supporting hardware, software, and network systems to facilitate effective teaching, learning and administration. The IT Technician will work closely with both teaching and support staff and students to ensure technology resources are accessible, reliable, and optimised to support the school’s education mission.

The IT Technician plays a key role in enabling smooth and effective use of technology within the school, supporting educational outcomes and ensuring a high-quality IT experience for staff and students alike.

3.2. KEY WORKING RELATIONSHIP

- Leadership Group;
- Head of Year;
- Lead Teachers;
- Teachers and Students;
- Safeguarding and health and safety leads.

3.3. KEY RESPONSIBILITIES

Areas

- To provide first-line support to staff and students for a variety of devices, including desk top computers, laptops, iPads, printers, and interactive whiteboards.
- Troubleshoot hardware and software issues promptly to minimise disruption to classroom activities and administrative functions.

- Provide basic technical support for on-line learning platforms, classroom technology and other school-specific software.
- Regularly update and maintain hardware and software systems, including installing updates, managing security patches, and configuring profiles.
- Perform routine maintenance on school IT infrastructure, such as checking network performance, monitoring servers, and ensuring data backups are completed.
- Assist in monitoring, troubleshooting, and supporting the school's network infrastructure, including Wi-Fi, routers, and switches.
- Support user access to the network by managing permissions, password resets and student and staff log-in issues.
- Provide staff and students with basic IT training and support, helping them understand how to use equipment, software, and secure data practices.
- Create and maintain instructional guides of FAQs for frequently asked questions to assist users.

Safeguarding

- VIAT is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Equality and diversity

- The Trust is committed to valuing diversity in employment, service delivery practices and its general environment. An expectation of all leadership posts within the Trust is that everyone will take responsibility for promoting inclusive and accessible service provision, staff development and a culture that values and respects difference.

3.4. STATEMENT

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 be required.

Your duties will be set out in the above job description, but please note that Valley Invicta Academies Trust maintains 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.

Signed		Date	
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