

Oaklands Catholic School and Sixth Form College



APPLICATION PACK FOR IT TECHNICIAN



Excellence in
S.T.E.M.
@ Oaklands

Potential for Greatness

IT Technician

Community Unity Opportunity





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IT Technician

Permanent Appointment, Full time, 52 weeks per year

37 hours per week

Monday to Thursday 08.30am-16.30pm and Friday 08.00am to 15.30pm (unpaid lunch break of 30 mins each day)

Support staff Grade C1, Salary £26,018.00 FTE (after pay award uplift)

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 an IT Technician to join our hardworking, committed and enthusiastic IT Support team.

The 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 IT Technician are to provide support to the IT Support Team in the day-to-day delivery of high-quality IT services to the school, while taking primary responsibility for the day-to-day IT support needs of both primary schools through regular on-site visits and proactive engagement with staff and pupils.

IT Support & Troubleshooting

- Provide first-line technical support to staff and students.
- Diagnose and resolve hardware, software, and network issues.
- Log, update, and monitor support tickets using the IT service helpdesk system.
- Set up new user accounts and manage access permissions under supervision.

Device & Equipment Management

- Assist with the installation, configuration, and maintenance of desktops, laptops, mobile devices, printers/MFD's and peripherals.
- Help manage asset inventories of IT equipment.
- Perform routine maintenance, including software updates and hardware checks.

Network & Systems Support

- Support the team with basic network monitoring and troubleshooting.
- Assist in maintaining servers, backup systems, and cloud-based services (e.g., Microsoft 365).
- Follow IT security procedures and help identify potential risks.

Technical Projects

- Work on IT improvement projects such as device rollouts, software deployments, and system upgrades.
- Participate in the setup of classrooms, meeting rooms, main hall or office spaces with AV and IT equipment.
- Routine maintenance of IT equipment, AV equipment (projector filters and lamps).

Marketing & Communications Support

- Assist with basic digital marketing tasks to support the school's online presence.
- Update and maintain the school website using WordPress, ensuring content is accurate, engaging, and aligned with school values.

Infrastructure & Systems Maintenance

- Assist with the installation, configuration, and routine maintenance of the school's CCTV systems, ensuring cameras, recording equipment, and monitoring software operate effectively and securely.
- Support the upkeep of the school's wireless network, including basic troubleshooting of access points and connectivity issues.
- Help maintain the core network infrastructure by learning foundational switching and routing tasks, such as checking port configurations, supporting VLAN setups, and assisting with network hardware replacements under supervision.

Learning & Development

- Complete all apprenticeship training modules and assessments.
- Attend workshops, training sessions, and mentoring meetings as required.
- Stay up to date with emerging technologies and best practices.

Other Responsibilities

- 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

Beyond Oaklands

Whilst the post holder will be based at Oaklands, the role includes primary responsibility for the day-to-day IT support requirements of both Trust primary schools. This will involve regular on-site visits, including a minimum of two visits per week, to provide technical support, maintain IT systems, and build effective working relationships with staff and pupils. The Trust may also provide IT support services to other schools or external organisations, and the post holder will be expected to demonstrate flexibility by contributing to these services as required, undertaking duties commensurate with their skills, knowledge, and experience through both regular and ad-hoc site visits.



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 today's 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.



PERSON SPECIFICATION

Essential:

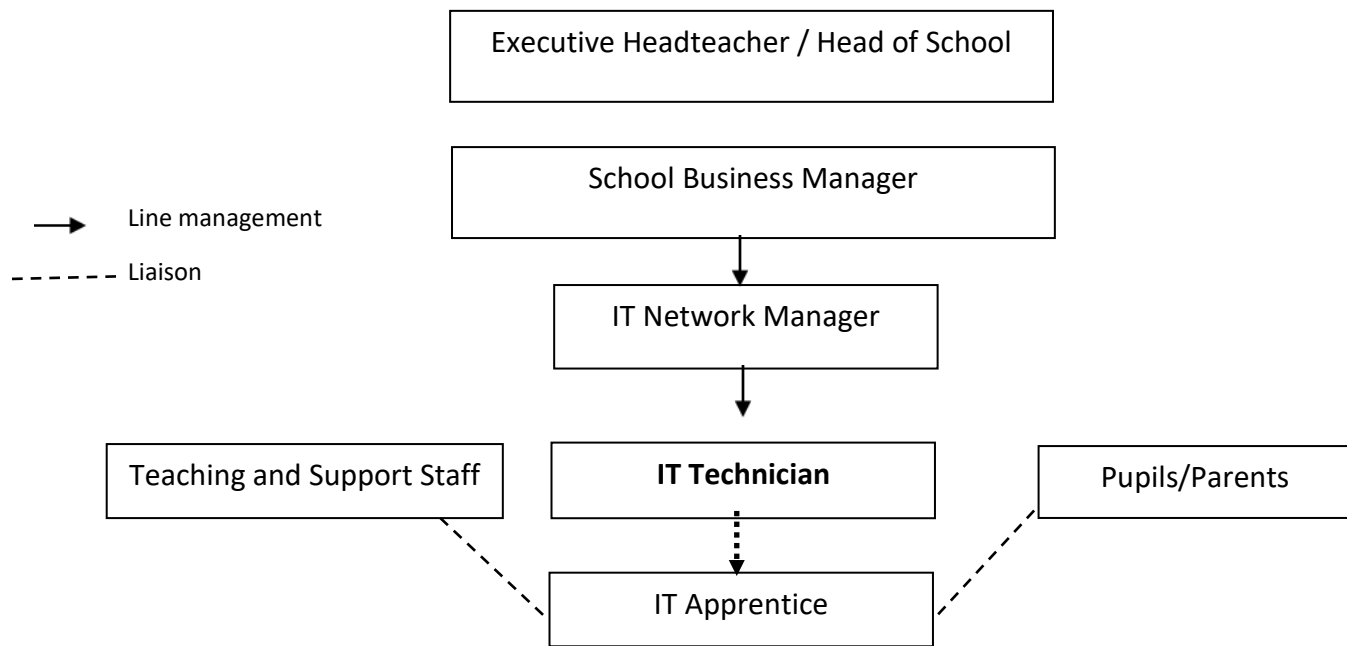
- 4 GCSEs (or equivalent) C and above (including Maths and English)
- Level 3 (or equivalent) in IT Infrastructure (or similar)
- Ability to work in sympathy with the ethos of the school
- Good verbal and written communication skills and ability to relate well to children and adults
- Ability to effectively 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



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

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.



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 4th October 2026 5pm

Interviews:

Week commencing 5th October 2026

Please note on Page 10 of the application form 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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