



**Hatton**  
**Special School**

# **ICT Technician**

## **Application pack**

**Job description**

**and**

**person specification**

# Welcome from the Headteacher

Thank you for your interest in the post of ICT Technician at Hatton Special School.

I joined the school in September 2023 and feel privileged to be working with such an amazing group of pupils and a friendly, committed and talented staff team.

We have 199 pupils on roll, most with a diagnosis of autism. They are grouped in 26 classes, two of which are co-located in mainstream schools, providing these pupils with inclusion opportunities. We have approximately 170 staff in our school. It is a large but friendly community, you will receive a warm welcome and quickly feel part of the Hatton family.

This is an exciting time to be joining our school as we are growing to provide much needed additional SEND place for Redbridge pupils. We are working with the local authority to design our new building at Park Avenue in Ilford, this will become our upper school site when the newly refurbished building opens in September 2025. We are recruiting to increase leadership capacity to support our school growth.

As an ICT Technician in a special needs school, you will provide essential technical support and expert knowledge to teachers to support them in the delivery of lessons using new and existing ICT equipment and software. In addition, you will support teachers and students by assisting with the use of educational software tailored to students' individual needs. You will help set up and configure specialist software, provide support to staff on how to effectively use these tools, and ensure that accessibility features are implemented to support diverse learning styles and abilities. You will support with the maintenance of ICT equipment and resources such as computers, tablets, and assistive technology tools, troubleshoot technical issues, and ensure classroom equipment is functioning properly.

We recently updated our curriculum purpose, mission and vision. We aim “to light the fire of curiosity and enquiry in the mind of every pupil, by empowering our staff to be ambitious and creative and take risks in learning. Leading to amazing lessons where we learn, grow and achieve; together”.

Hopefully this is a vision you can help us realise and the kind of school you would like to join.

We promise to invest in the induction and training of all new staff so that they can be successful. We have high standards and are aspirational, but we also realise our staff work best when they feel supported, their hard work is appreciated and workload is reasonable.

Our website will provide more information about our school, I also encourage you to visit us if you can. Alternatively, if you are unable to visit but would like an informal conversation about our school that can also be arranged. Please telephone the school and ask for Meraph Kiflay, our HR Administrator, who will be happy to arrange this.

We are proud of our school, putting our pupils at the centre of all we do. Becoming a member of our team means you will join us in making a real difference in the lives of these very special young people.

I do hope you decide to apply, we look forward to learning more about you and what you could bring to our school as a member of the Hatton staff team.

Yours sincerely,



Chris Smaling

## About Hatton Special School

**Who we are:** we are a community dedicated to making a difference in the lives of our pupils. Working with families and other professionals we do all we can to prepare our pupils for a successful future.

**Our purpose is clear:** to light the fire of curiosity and enquiry in the mind of every pupil.

**About you:** everyone at Hatton is a team player. Whatever role someone has in the school their work contributes to our pupil's success.

**Our values:** you will need to share our values: respect, learning, compassion, honesty, growth, responsibility and diversity.

**What's in it for you:** you will soon appreciate that your hard work and passion is making a real difference. It will not always be easy, but we think you'll always feel it's worth it.

## About your role

**Job Title** ICT Technician

**Grade** LBR5 Actual Pay £25,273

**Hours Of Work** 08:30-16:00 Monday – Thursday 08:30-15:00 Friday

34 x 44.26 weeks (term-time only) additional hours will be paid for holiday working as required

**Start date** March 2025

**Reporting to** School Business Leader and ICT Network Manager

As an ICT Technician in a special needs school, you will provide essential technical support and expert knowledge to teachers to support them in the delivery of lessons using new and existing ICT equipment and software. In addition, you will support teachers and students by assisting with the use of educational software tailored to students' individual needs. You will help set up and configure specialist software, provide support to staff on how to effectively use these tools, and ensure that accessibility features are implemented to support diverse learning styles and abilities. You will support with the maintenance of ICT equipment and resources such as computers, tablets, and assistive technology tools, troubleshoot technical issues, and ensure classroom equipment is functioning properly.

## Job description

### Main purpose

To work under the direction of the Network Manager to establish, maintain and develop the school ICT network to promote an effective and efficient learning environment.

### Duties and responsibilities

- To work alongside teaching and support staff to support in the development and delivery of effective learning opportunities for pupils.
- To work with the curriculum leader to identify developments in resources and the delivery of learning opportunities
- To support teachers both inside and outside of the classroom with technical expertise so they can more effectively plan and deliver lessons using ICT.
- To provide information and advice to teaching staff about the resources and software available to assist in the planning of ICT sessions.
- To provide 1<sup>st</sup> & 2<sup>nd</sup> support to all users, curriculum and administrative functions.
- To support in the delivery of IT related training to staff.
- To assist with installation and maintenance of ICT infrastructure including servers and network that supports staff and students using ICT facilities.
- To supervise external contractors in the absence of the Network Manager
- To work as part of the ICT team to look at developments and efficiencies to improve the use of ICT within the school and the wider school community.
- To support families with the use of communication software and safeguarding on pupil's devices.
- To assist with the internal processes and liaise with external contractors to ensure ID badge / entry system passes are created for all staff.
- To maintain an inventory of all equipment and software licences, ensuring that all equipment is security tagged / marked after purchase.
- To provide support and assistance in the set up and maintenance of user accounts and logins for all electronic systems and email accounts used by the school, ensuring compliance with data protection and acceptable use policy.
- To assist in the monitoring and managing stock, cataloguing resources and undertaking audits as required.
- Liaise with external support companies for all IT, network and MFP repairs and maintenance.
- Demonstrate and assist in the safe and effective use of equipment and resources.
- To keep up-to-date with changing technologies in ICT

### General responsibilities

- To form and maintain appropriate relationships with personal boundaries with children, parents and colleagues.
- To understand and comply with the school's Equal Opportunities Policy.
- To be aware of and comply with all policies and procedures including child protection, health and safety and security, confidentiality and data protection.
- To be aware of and support difference and ensure equal opportunities for all.
- To contribute to the overall ethos/work/aims of the school.
- To appreciate and support the role of other professionals/agencies through establishing constructive relationships and communication.
- To attend and participate in relevant meetings as required.
- To participate in training and other learning activities and performance development as required.
- The above duties and responsibilities are not exclusive and you may be required to undertake further duties as may reasonably be expected within the grade and skills of the post holder.
- Be responsible for own health and safety, as well as that of colleagues, pupils and the public. Employees should cooperate with management, follow established systems of work, use protective equipment where necessary, and report defects and hazards to management.

## Person specification

Essential	Desirable
<b>Qualifications and training</b>	
A good level of English and Mathematics	An IT relevant Qualification
<b>Knowledge/Understanding</b>	
Abilities to meet deadlines and prioritise conflicting demands in the best interests of the pupils and wider school community	
Ability to support the development of resources to delivery learning opportunities	
Ability to work alongside teachers to support the use of communication technologies in delivering lessons	
Highly skilled in all mainstream applications and has a capacity and desire to learn how to use new IT systems	
Ability to troubleshoot and repair when possible ICT and audio visual equipment problems.	
Ability to maintain ICT infrastructure that supports staff and students using specialist and general ICT facilities	
Able to deal with sensitive information in a confidential manner	
Able to deliver staff support on one to one and group basis.	
<b>Relevant Experience</b>	
Experience with wireless, networking components e.g. Routers and switches.	Previous experience working in a technical support role
Experience of working with servers and computer networks	
<b>General/Personal qualities and Characteristics</b>	
An effective team player but can think and work independently	
A high level of organization skill, including the ability to work independently and	

collaboratively to support the work of IT and teaching colleagues	
Strong interpersonal skills with good oral and written communications skills	
Prepared to undergo training appropriate for the post	
Able to work under pressure, meet deadlines	
Can keep calm in a crisis	



*'Lighting the fire of curiosity and enquiry  
in the mind of every pupil.'*

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 [Hattonspecialschool.co.uk](http://Hattonspecialschool.co.uk)