



Ruabon
Wrexham
LL14 6BT
Tel: 01978 822392

Headteacher: Mrs M Ferron-Evans B.A. (Joint Hons), MSc, N.P.Q.H

Full Time (37 hours per week), NJC Payscale G06 Pt12-15 (£28,598 - £30,024pa) (£14.82 - £15.56 per hour)

The role is offered on a 52-week basis, with an annual leave allowance of 25 days initially, increasing with continuous service.

Required for April 2026

We are looking for an Information, Communication and Technology (ICT) Technician to join our dynamic school as a key member of staff to enhance our extensive technology environment.

Serving approximately 650 users, both staff and students, our site includes a well-developed network of computers, printers, VOIP phones, and classrooms equipped with large screens. You will ensure the safety, security, and integrity of all IT systems used across the school.

You will be required to;

- Provide IT support to all users, investigating and diagnosing IT faults and problems including hardware, software and network performance issues. Identify causes and provide or seek out solutions. This includes escalation to support contractors where required.
- Keep accurate and timely records, making sure that the end user always receives feedback on the progress of faults and changes.
- Assess incoming incidents and prioritise work according to timescales and processes. Escalate technical issues to WCBC IT Services in the event that the issue cannot be resolved in a timely manner;
- Manage HWB user accounts, permissions, MFA, 365 License and passwords as the Digital Champion.
- Set up IT and Audio Visual equipment for assemblies, events, and conferences as required.
- Produce and maintain clear, concise documentation and user guides to support staff and students, contributing to a comprehensive IT knowledge base.
- Provide additional end-user support as needed and engage in training to develop key skills.
- Assist with maintaining the IT asset register and perform daily/weekly/monthly checks as directed.
- Provide remote assistance when appropriate, helping staff and students across the school as needed.
- Providing stock control and procurement assistance.
- Engage in training opportunities to further develop skills and knowledge in key areas, such as desktop support, networking and operating systems.
- Maintain satisfactory standards of safety and security in relation to computer rooms and equipment.
- Undertake any other relevant duties as may reasonably be requested by your line manager.
- Liaise with external agencies and LA staff to manage change and up to date expertise.

The postholder must:

- Collaborate well with others to achieve high standards of end user satisfaction.
- Understand the need to adapt your style to suit the end user, and to communicate in a clear and confident manner.
- Demonstrate a proactive approach in building relationships with others.
- Show experience resolving issues related to Microsoft 365, Windows, iOS, Andriod, printers, print management, connectivity, wireless/LAN, email, network security and school-based applications, as well as Active Directory.
- Use logical problem-solving methods and coordinate information effectively to support the technical team.
- Provide excellent customer service and maintain a professional approach to IT support.
- Maintain a good standard of written and oral communication.
- Work effectively within a team environment, both taking direction from and supporting other colleagues.

We are looking for an innovative professional who is committed to making a difference. You will need drive, energy and enthusiasm. In return we will provide you with;

- An induction support programme
- Opportunities to play a role in shaping whole school development
- A strong learning community with a clear focus on teaching and learning
- An environment where your skills and talents can be recognised and developed through our excellent professional training.

The school is committed to safeguarding and promoting the welfare of young people and expects staff and volunteers to share this commitment. This post is subject to an enhanced criminal records check from the Disclosure and Barring Service.

Ysgol Rhiwabon welcomes applications from suitably qualified candidates regardless of race, gender, disability, sexuality, religious belief or age.

If you would like to be a part of our forward-looking, rapidly improving school and want the opportunity to develop your teaching career then please contact Mrs Emma Williams, PA to the Headteacher on Tel: 01978 822 392 or by E-mail: williamse45@hwbsmail.net to request an application pack.

PLEASE RETURN COMPLETED APPLICATION FORMS DIRECTLY TO MRS EMMA WILLIAMS, PA TO THE HEADTEACHER VIA EMAIL OR POST

Closing date: Monday 9th February 2026