



YSGOL RHIWABON

SINCE 1575

Celebrating 450 years of education



Vacancy Information Pack

ICT Technician

NJC Grade G06, Pt 12-15

(£28,598 - £30,024pa)

Closing Date: Monday 9th February 2026

Email: mailbox@rhiwabon-high.wrexham.sch.uk
www.ysgolrhiwabon.co.uk



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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@hwemail.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**



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Thank you for the interest you have shown in our school. Ysgol Rhiwabon, with its proud history, is a very special place to work. Our family ethos surrounds all who work and study here, creating a safe, supportive and nurturing environment. This is an exciting time in the development of our school and I hope you will agree that this role will present you with real opportunities to develop your career in the heart of a local community. I very much hope that, after reading the information below you will feel that you want to play your part in our process of rapid improvement and innovation, securing progress and achievement for all our students.

About us

Headteacher: Mrs M Ferron-Evans

Age Range: 11-16 years

Number of pupils: 540

Staff: 32 Teaching Staff and 14 Learning Support Assistants

It is with great pride and pleasure that I introduce Ysgol Rhiwabon. We are a caring, family school with excellent community links with Ruabon and its surrounding villages. Ysgol Rhiwabon has a proud heritage, which provides us with the firm foundations we need to develop the youngsters in our care. At the same time, we are a modern, innovative school with lots of exciting learning experiences available for our students. We continually review provision to ensure that we meet the needs of all our learners.

We have a very caring, hardworking staff in Ysgol Rhiwabon and visitors to our school comment regularly on the calm, happy, family atmosphere where standards of uniform and behaviour are high and where our young people are supported and challenged to be the very best they can be.

We continue to be one of few schools in Wales in the Professional Teaching Institute, founded by King Charles III which involves our staff and students in outstanding training. As part of this, two of our students were invited to represent schools from across the UK in a Prince's Teaching Institute Conference and they have both featured in national publications, commenting on inspirational teaching. Staff from our school are asked regularly to be consultants for the Princes' Teaching Institute. This year we will lead in Science, History, Mathematics, English and at Senior Management Level. This keeps Ysgol Rhiwabon at the forefront of best practice across the UK.

In recent times our school has improved in so many ways, modernising and responding to the many changes which face our staff every year. Ysgol Rhiwabon is founded on strong traditional values, and it is this which will lead to our continued success in the future. We look forward to developing even stronger links in the village and beyond as our young people and staff see opportunities to learn and contribute both in school and the local and wider community. This is particularly important as we embrace the significant reforms which will develop education in Wales for future generations.

We are very proud of our school and the many achievements of our students and staff. We look forward to sharing this with you when you visit us.

Mrs M Ferron-Evans
Headteacher



Job Description

JOB TITLE	ICT Technician
DEPARTMENT	Education
SERVICE/TEAM	Ysgol Rhiwabon
REPORTS TO (JOB TITLE & JOB ID)	Business Manager
GRADE	GO6 Pt12 – Pt16 (£14.82 - £15.56 per hour), Full Time, 37 Hours per week, a 52-week basis, with an annual leave allowance of 25 days initially, increasing with continuous service.

Welsh Language

The post needs to assist Welsh speakers – internal employees and/or service users?	No
Is this a post in which contact with the public is its primary function (external)?	No
Is this a post providing a public service in a Welsh language community or will serve a Welsh speaking area?	No
VERSION CONTROL (DATE OF DEVELOPMENT)	25.11.2025
IS THIS POST ELIGIBLE FOR A DBS CHECK	Yes - Enhanced

JOB PURPOSE

Lead role in school for providing specialist support for Information, Communication and Technology (ICT) networks and equipment for the support of curriculum and admin infrastructure. Provide specialist advice to staff, pupils and Senior Leadership on the day to day running of the systems and also advice for special projects. Advising Management with upgrade projects around the school with costings and time scales. Liaising with Wrexham ICT support.

Line managed by Business Manager.

DIMENSIONS

Pupils: 537
Staff: 80
Managing and maintaining Computer related Equipment and Networks.

PRINCIPAL DUTIES AND RESPONSIBILITIES

No.	Description of Principal Duty or Responsibility	APPROX % Time on each (min 5%)
1	Carry out routine maintenance of the networks used in school	5
2	Advise Management on best equipment to purchase for money available. Ensure any new installations confirm to Data Protection policies.	5
3	Ensure SOPHOS Anti-Virus software is up to date.	10
4	Managing Active directory administration, integration and operations.	10
5	Manage user policies, usage and requirements in Active Directory (password provision/Security)	5
6	Liaise with Data Manager and Wrexham MIS to ensure optimal Bromcom performance	5
7	Undertake relevant duties including research as may be required by the Headteacher	5
8	Management of the HWB platform for User Creation/Passwords/Licensing O365, Adobe CC, Google Classroom. Consider any GDPR and/or Child Protection implications.	5
9	Monitor network usage via Meraki console to ascertain high traffic volume areas, or areas of low connectivity.	5
10	Be available to help staff with technical issues related to ICT, operating as a 'Help Desk' style facility.	10
11	Ensures back up, restore and data recovery strategies are operational	5
12	Manage and maintain an inventory of all ICT equipment.	5
13	Set up peripherals and manage the replacement of consumables (e.g. printers and toner cartridges)	5
14	Manage the installation and servicing of all hardware in conjunction with Wrexham IS	10
15	Liaise with Wrexham IS in the event of malfunctioning hardware	10
16	Work with WCBC/Supplies on procurement of ICT equipment.	

CONTEXT STATEMENT

The post holder is responsible for maintaining the systems that allow the school to function and communicate, both internally and externally, on a daily basis.

Installing new software and new hardware (printers, computers, telephones).

Managing PC and HWB user accounts, permissions and passwords.

Managing the security of systems, including the internet, and installing antivirus protection.

Network management and maintenance. Providing technical support for users of the network/computers, training of staff where needed.

Day to day administration and monitoring/management of network usage and unauthorised usage.

Research and procure hardware, advising SLT of value for money and sustainability.

Advising on future improvements, advising IT solutions to problems, making sure all IT meets industry standards.

Communicating with staff and students of all levels of computer ability.

Summary of Duties

Firstline repairs maintenance provision and fault diagnostics of Laptops, Desktops, Chromebooks, Printers, Projectors and INTUNE Devices.

Exam recording assistance for Audio and Video Coursework content.

Provision of audio and visual equipment for guest speakers and meetings etc.

Holding a current and up to date inventory of IT equipment within the school and its location, arranging the disposal of obsolete or broken inventory items.

First point of contact for telephone communication issues, liaising with external providers i.e. Octagon for advice/repairs.

Maintain and monitor daily backups of Pupil and Staff network data for recovery if required, maintaining a 3-year backup copy of pupil data.

Order and supply printing consumables - toners and inks and keep small stock in house.

Maintain interactive whiteboards/projectors/screens.

Ensure desktops and laptops are regularly updated with latest Operating System and check any updates are applied and up to date on all Servers, desktops and laptops.

Monitor SOPHOS Antivirus console for alerts and resolve as necessary.

Install relevant software and prove resilience for online exams and testing i.e. PISA and Survey URLs.

Use SMOOTHWALL filtering console to block/allow access to URLs etc.

Chromebook management - Cabinet allocations, maintenance repairs and Powerwash rebuilds if needed.

Guest Wi Fi portal use console to grant access to users as requested.

Use Meraki console to monitor/diagnose managed switches for traffic, errors fault finding etc.

Maintain School Website in conjunction with School Says Ltd.

Maintain IMPERO console to manage record and monitor all desktop activity and use to provide reports on individual users or devices as necessary.

Maintain Magic Info server to add and publish content to screens across the school.

Hwb user management as the Digital Champion managing user accounts / passwords license allocation /MFA etc.

Use consoles to manage numerous networks for example;

- SOPHOS
- Impero
- Meraki
- Guest WiFi
- Smoothwall
- Wi-Fi Boxes & Access Points
- Chrome Admin
- Intune
- Adobe Licence
- Solar Winds
- Surpass Examinations
- Shared drives for software

Ensure operating systems are compliant with WCBC IT operating requirements and advise management of future plans.

Creativity And Innovation

Researching and advising how to maintain and future proof hardware systems for functionality and performance by managing inventory.

Managing hardware and software to ensure Data Protection policies are maintained and managing access rights to end users.

Purchasing support, ensuring correct procurement procedures are followed. Analysis of quotes and tenders to recommend best quality and value for money to school management.

Decisions – Discretion

Network management is subject to continuous innovation and development, under pressure to reduce costs and add value to the teaching and learning and overall efficiency of the school.

Risk management - Decide which jobs should take priority assessing level of risks, potential harm and course of action required. Escalate serious incidents to SLT within appropriate timescales

Business Continuity – enable the school to remain safely and securely operational during a total outage. Consider the level of impact and provide input on whether the school should remain open or closed in the event of an incident occurring that could endanger users or affect risk management and provide Headteacher with advice/recommendation.

Decide what financial implications, risk and ICT matters might have on individuals, school and LA. Escalate to the Business Manager/Headteacher.

Decisions – Consequences

An incorrect decision could lead to total failure of all internal systems which could impact pupil safeguarding and an ability to access important pupil information.

Requirement to control and manage many environment and safety related issues including basic electrical checks, trailing cables etc. Failure to do so may lead to employees falling sick, injury, loss of business, prosecution and insurance claims.

Requirement to control and manage Data Protection and Child Protection policies. Failure to do so may lead to loss of business, prosecution and insurance claims.

Work Demands

The main purpose of the role is to prioritise Teaching and Learning so that teachers/learners are able to stay focused and on task with as little disruptions as possible to their daily computer usage.

The nature of this 'help desk' role means staff will contact in person, telephone, radio and e-mail. Interruptions are constant throughout the day, Responses will need to be prioritised and escalated.

Post holder may be contacted out of normal working hours and may need to respond to emergency situations or other incidents on school site. Availability for IT Support on Examination Results Day in August each year.

Post holder is not required to be on call.

Physical Demands

Walking from job to job, moving (manual handling) of equipment/deliveries, cleaning of computer related equipment during repairs and maintenance. Keyboard work.

Working Conditions

Working hours are based on school site. 70% of role is office based. Post holder will have an office and working area to perform repairs and may be required to fix at point of problem.



PERSON SPECIFICATION

Job Title	ICT Technician
Job Evaluation ID	ID2934
Grade	NJC G06, Pt12-15, Full Time

<u>Requirement</u>	<u>Essential</u>	<u>Desirable</u>	<u>Measured by*</u>
Qualifications			
HND level in computer related subject or equivalent experience.	✓		F / C
HND level in computer related subject.		✓	F / C
Award of industry qualification in related subjects; e.g. CISCO CCNA, Microsoft MCTS, City & Guilds or NVQ in Electrical / Electronic Servicing or similar.		✓	
Specialist Knowledge			
Basic knowledge of IT networks. Evidence of working successfully in a secondary school environment.	✓		F / I / R
Knowledge and experience of Microsoft Windows Operating Systems, Microsoft Office 365 and associated software. Commitment to safeguarding Communicate with clarity Ability to prioritise and manage work load efficiently	✓		F / I / R
Practical and Intellectual Skills			
Ability to communicate in Welsh		✓	F / I / R
Personal Attributes			
Organised and ability to multi-task and prioritise.	✓		F / I / R
Good communicator at all levels.	✓		F / I / R
Team Player.	✓		F / I / R
Enthusiastic and positive.	✓		F / I / R
Use of initiative and able to apply common sense to solving problems.	✓		F / I / R
Flexible and adaptable approach to work. Strong moral purpose and drive for improvement.	✓		F / I / R
Ability to give, receive and act on feedback.	✓		F / I / R
Strong attention to detail and clarity Ability to work under pressure Commitment to the full life of the school.	✓		F / I / R

Willingness to offer extra-curricular provision.	✓		F / I / R
Ability to lead training sessions for staff.	✓		F / I / R
<u>Personal Circumstances</u>			
Ability to travel across the County Borough to carry out work (e.g. attend meetings / visit clients or work sites).	✓		
<u>Equality</u>			
Knowledge of and commitment to Equality and Diversity.	✓		F / I
Understanding of the importance of Welsh Language and Culture.	✓		F / I

****Key for Measurements***

F	Job Application Form
I	Interview in person
T	Tests
C	Certificate of qualification



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

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