



EMMANUEL SCHOOLS
FOUNDATION

IT Technician

VALUED, CHALLENGED, INSPIRED



WELCOME

Dear Applicant

Thank you for your interest in the role of IT Technician within the Emmanuel Schools Foundation at Emmanuel College.

This is an exciting opportunity to join a collaborative and forward-thinking IT and Digital Services Team, where your skills and passion for technology will directly support teaching, learning, and operations across our schools.

As an ESF IT Technician, you'll play a key role in ensuring the delivery of reliable, high-quality IT support and customer service to staff and students. Working closely with Network Managers and school leadership, your day-to-day responsibilities will include desktop and application support, system configuration and installation, server and network support, and contributing to the successful delivery of our digital strategy.

Whether you're helping deploy new technologies, troubleshooting technical issues, or supporting live events and curriculum delivery, this role offers the opportunity to make a meaningful difference in an agile and evolving educational environment.

We're looking for someone who brings not only strong technical skills, but also a proactive attitude, good communication, and a real passion for helping others. If you're ready to grow, learn, and make a meaningful impact in an education environment that values innovation and teamwork – we'd love to welcome you to the team.

Michael Bainbridge
Head of IT

MISSION

CHARACTER EDUCATION

We build good character. We learn about good character, why it matters and how to develop it.

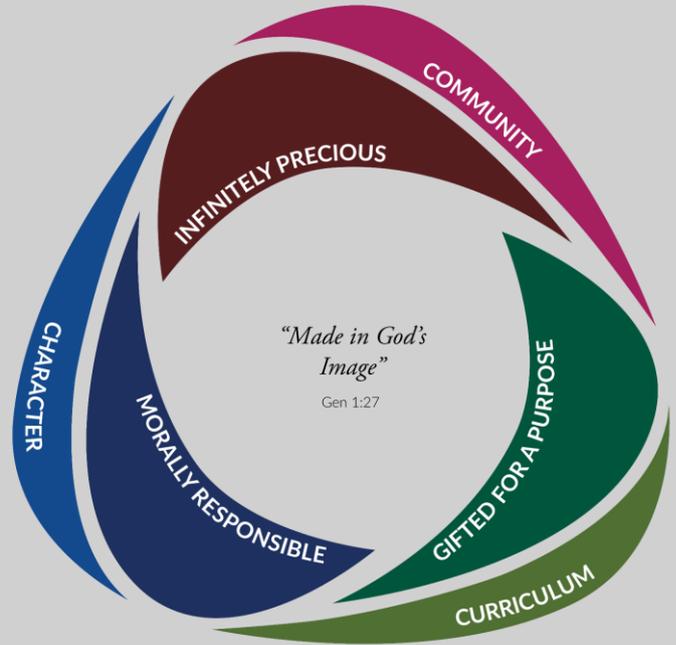
CURRICULUM EXCELLENCE

We are determined to achieve a personal best. We provide a broad ambitious curriculum that ensures excellent student learning, progress and future destinations.

COMMUNITY ENGAGEMENT

We serve with gratitude. We use our gifts to benefit the community and the environment.

OUR CORE VIRTUES





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ALL PEOPLE ARE INFINITELY
PRECIOUS, MORALLY
RESPONSIBLE AND GIFTED
FOR A PURPOSE”



“

SUPPORTING STUDENTS
AND STAFF TO BECOME
THE PERSON THEY HAVE
THE POTENTIAL TO BE”

THE ROLE

The IT Technician is responsible for delivering reliable IT support and customer services functions within their school and other schools within the Foundation as meets the needs of the agile service. This will involve communicating effectively with the senior management, IT staff and students. The IT Technician will also take part in the training and support of IT staff to deliver a high-quality customer service.

The ESF IT Technician will be part of the IT and Digital Services Team and will report to the Network Manager.

Key duties and responsibilities:

Desktop & Application Support

- To maintain a high degree of customer service for all support areas.
- Undertake the build, configuration and deployment of operating systems and applications via System Centre Configuration Manager.
- Support users in the use of ICT equipment by providing necessary training and advice.
- Work with school and curriculum leaders to deliver the curriculum at the highest professional level.
- Proactive monitoring of all key systems.
- Ensure security and privacy of user accounts and information.

Configuration and Installation

- Provide first and second-line investigation of both hardware and software.
- Undertake the installation, configuration and support for both server hardware and software.

- Create documentation for installation, troubleshooting and training.
- Undertake Anti-Virus installation, configuration and monitoring.
- Implement and manage new technologies and computer software as required, enabling the delivery of future ICT to all curriculum areas.
- Create documentation for installation, troubleshooting and training.

Server and Network Support

- Assist the Network Manager in providing network and server support.
- Monitor the network to ensure the availability of all systems and perform necessary maintenance to support the network availability.
- Support with routine backups in line with the Trust Disaster Recovery plan
- Assist in maintaining the operating system and security software utilised on the network, including the addition of new users to the network and the establishment of rights and privileges.

Possible travel to other Foundation schools as and when required.

THE PERSON

Qualifications and Training

Applicants must hold GCSEs (or equivalent) in Maths and English at grade 4 (C) or above, which is essential for the role. While not mandatory, A Levels or equivalent qualifications are considered desirable and would support progression within the team.

Experience

You should have a strong working knowledge and proven experience with Microsoft Windows environments, alongside experience working with Windows Server operating systems.

The role also requires familiarity with Mac OS and iOS platforms, as our schools operate across multiple systems.

A good understanding of network infrastructure is essential, including the ability to troubleshoot and support standard networking technologies.

Experience with managed wireless networks is desirable. Candidates must also demonstrate excellent diagnostic and problem-solving skills, with a proactive and solutions-focused approach to technical challenges.

Attitude & Ethos

We seek individuals who are aligned with our inclusive, future-focused Christian ethos, and who can work with integrity, discretion, and professionalism.

The ability to remain calm and focused under pressure is essential, as is a commitment to continuous improvement and development—both personally and as part of a team.

You should be able to work independently while collaborating effectively with colleagues across the Foundation.

A willingness to embrace new technologies and contribute to ongoing digital innovation is key.

Personal Qualities

Strong interpersonal skills are essential for this role. You must be able to build and maintain effective working relationships with colleagues at all levels and provide friendly, supportive, and clear communication to staff and students.

Applicants must be self-motivated, resilient, and tenacious, with a readiness to travel between schools when needed.

An Enhanced DBS check and eligibility to work in the UK are required. A UK driving licence and access to your own vehicle would be beneficial but is not essential.





APPLICATION DETAILS

Vacancy Details

Salary: £25,928 - £28,521 (SCP 5 to 11)

Start date: ASAP

Location: Emmanuel College, Gateshead

Working Terms: 37.5 hours per week, Monday - Friday, Whole time, Permanent

Deadline

Closing date: 21 January 2026

Interviews to be held: Week commencing 26 January

How to apply:

For further information, please visit www.esf-web.org.uk or call HR on **0191 461 4156** or kbowker@esf-mail.org.uk. A CV may be submitted to supplement your application but will not be accepted instead of a completed on-line application.

[APPLY ONLINE HERE](#)

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. This post will involve daily contact with children and is subject to an enhanced DBS check. In addition, as part of the shortlisting process, and in accordance with statutory guidance, we may carry out an online search (for publicly available material) to help identify any incidents or issues that have happened which we may want to explore with shortlisted applicants at interview.

Please note that this detail is indicative and can be amended, updated or replaced as felt appropriate at any time and in order to remain in line with any future legal requirements or expectation.

