

## Application for ICT Technician

Thank you for your interest in the vacancy for the above position.

Valence School is a Kent County Council Foundation residential and day Special School for students from age 4 to 19 with physical disabilities, complex medical needs and associated learning difficulties. We are part of the Kent Special Educational Needs Trust (KsENT).

We have a large, dedicated staff team of over 250 people providing specialist teaching, social care, therapies and nursing care to an exceptionally high standard.

Valence School is a supportive environment and a rewarding place to work, and whether working directly with our students or in a school support role, every member of staff participates in enabling students to learn and aspire to achieve meaningful independence. Students flourish in a supportive but challenging environment, making good educational progress and achieving a range of accreditation as they get older.

If you would like to arrange a tour of the school, please contact the HR team on 01959 567841. Please also see our website videos to see our school in action in our curriculum pathways: [Formal](#), [Semi-Formal](#) and [Pre-Formal](#) and our [residential provision](#).

Please find enclosed the following forms:

- Application Form and Equality Monitoring Form: to [complete and submit online](#)
- Copy of the Advertisement
- Job Description and Person Specification
- Valence Vision & Ethos

The closing date is **21 April 2025** and we look forward to receiving your completed forms at your earliest convenience. Interviews are expected to be held on the **30<sup>th</sup> April 2025**.

We reserve the right to close this vacancy, interview and appoint earlier if we receive sufficient applications for this role.

Valence School is committed to safeguarding and promoting the welfare of every student and we expect all staff to share this commitment. References will be taken up before interview and online checks undertaken for shortlisted candidates. Successful applicants will need an enhanced DBS check (this post is subject to the Rehabilitation of Offenders Act). Please note that smoking (including e-cigarettes) is prohibited within the school premises and grounds.

**Our Child Protection Policy can be found on our [website](#)**

Should you require any additional information please do not hesitate to contact us.

Yours sincerely  
*Sarah Lowndes*  
HR Manager



**Valence School**  
enabling independence

Westerham Road, Westerham TN16 1QN  
t: 01959 567841  
e: vacancies@valence.kent.sch.uk  
w: valenceschool.com

# ICT Technician

**Full Time - 37 hours per week - All Year Round**  
**£13.75 per hour - £26,524 gross p.a.**

A fantastic opportunity has arisen to start a career working in ICT support and you will assist in the delivery of first line IT support throughout the school including deploying IT hardware and software to users. You will need excellent interpersonal, communication and technical skills together with the ability to work accurately under pressure. A good general education, computer literacy and a 'can do' attitude is required along with the ability to work well in a team. Prior experience in an IT role is desirable.

Valence School is a KCC Foundation residential and day Special School for children and young people aged 4-19 with physical disabilities, complex medical needs and associated learning and communication difficulties. It is part of the Kent Special Educational Needs Trust.

We offer a supportive, friendly and rewarding working environment and every member of staff participates in enabling our students to learn and to aspire to achieve meaningful independence.

**For details please visit [www.valenceschool.com](http://www.valenceschool.com) > work for us  
or contact HR team [vacancies@valence.kent.sch.uk](mailto:vacancies@valence.kent.sch.uk)**

**Closing date: 21 April 2025 Interviews: 30 April 2025**

**We reserve the right to close this vacancy, interview and appoint earlier if we receive sufficient applications for this role**

Valence School is committed to safeguarding and promoting the welfare of every student and we expect all our staff and volunteers to share this commitment.

We value diversity and promote equality for all.

References will be taken up before interview and online checks undertaken for shortlisted candidates. The successful applicant will require an enhanced DBS check (this post is subject to the Rehabilitation of Offenders Act)



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# Valence School Job Description:

## ICT Technician

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**Responsible to:** ICT Systems Manager

### Main purpose

Working within the ICT Department to maintain a comprehensive first line ICT and A/V support service to the school community. To assist the ICT Systems Manager in the development of the school IT systems as and when required.

### Duties and responsibilities

- Provide first line ICT to students and staff ensuring effective IT provision to the school for both curriculum and administrative purposes.
- Manage own workload through the allocation of calls via the helpdesk.
- Assist with the maintenance of all ICT rooms and equipment.
- Assist with general technical support for the ICT department.
- Assist with the evaluation of new and existing software, supporting and participating in implementing changes to technology and software as they are introduced within the School.
- Support on the interactive teaching technology and provide necessary support, including keeping accurate records of IT assets and maintain the schools Asset Register ensuring the correct disposal of any redundant stock in line with the school's procedures.
- Liaise appropriately with staff across the School to ensure tasks and activities are carried out to the satisfaction of users in line with School protocols.
- Attend and contribute to team meetings and other associated meetings as necessary.
- Participate in providing IT support that might include occasional evening and weekend work to support the needs of the School.

### **Professional Development**

- Willing to attend training courses as deemed suitable (training to normally take place during working hours, which may include time on designated INSET days)
- Participate in regular CPD and review meetings with a positive approach to improving job skills and performance.
- Keep up to date of current developments to inform the school improvement Plan.

### **General**

- Positively promote and enhance the profile of the school to all visitors and external agencies whenever possible.

- Maintain confidentiality and security of all documentation, school IT systems and other information linked to students, staff and the School, adhering to the school's Data Protection Policy.
- Comply with all school policies and procedures relating to child protection, safeguarding, equal opportunities, health and safety, security, confidentiality by reporting any concerns to an appropriate person.
- To ensure that communication with students, staff, and other departments is effective and contributes to securing efficiency and high standards of care and personal development for students within a learning and residential environment.

Please note that this is illustrative of the general nature and level of responsibility of the work to be undertaken, commensurate with the grade. It is not a comprehensive list of all tasks that the postholder will carry out. This job description may be amended at any time in consultation with the postholder.

This role involves contact with and responsibility for children and young people and will be engaged in regulated activity. The law requires this position to have an enhanced criminal background check. This is to protect children and vulnerable adults and to safeguard positions of trust. The position is therefore exempt from the Rehabilitation of Offenders Act. If your application is taken further you will be asked to declare details of any criminal record, even convictions that are 'spent' according to the act. If you are offered the post this information will be checked against the Disclosure and Barring Service.



# Valence School Person Specification: ICT Technician

The following outlines the criteria for this post. Applicants should describe in their application how they meet these criteria.

REQUIREMENT	ESSENTIAL	DESIRABLE
<b>Education and Training</b>	<p>Good general standard of education, including a minimum of GCSE 4/C or above in Maths and English (or equivalent qualification) and an ICT qualification to Level 3 or above.</p> <p>Well-developed oral, written and interpersonal skills.</p> <p>Willingness and ability to obtain and/or enhance qualifications and training and development in the post</p>	<p>Higher IT Certificates/qualifications</p> <p>Cybersecurity awareness</p>
<b>Relevant Experience</b>	<p>Good understanding of IT and current operating systems (Windows 10/11, Server 2016-2022)</p> <p>Previous experience working in a technical support role, including working in a 1<sup>st</sup> line support role and working with helpdesk tickets</p> <p>Understand client/server networks, particularly Microsoft-based infrastructures.</p> <p>Experience working with M365, Intune, Entra ID</p> <p>Experience of managing active directory, group policies and Server Technologies.</p> <p>Experience in the support and management of desktops and laptops.</p> <p>Previous experience of networked printers and photocopiers.</p> <p>Experience of working unsupervised.</p>	<p>Experience working in an educational establishment.</p> <p>Knowledge of SEND and safeguarding including Keeping Children Safe in Education (Statutory Guidance)</p> <p>Knowledge of networking, managing Aruba and Meraki.</p> <p>Knowledge of virus software, managing security services, including Microsoft Defender, Sophos and Barracuda.</p>

<p><b>Skills and Qualities</b></p>	<p>Excellent customer service skills with a positive and proactive attitude.</p> <p>Good literacy, numeracy and communication skills, both written and oral.</p> <p>Computer literate with an ability and desire to quickly gain and apply new knowledge.</p> <p>Good planning and organisational skills with attention to detail and accuracy</p> <p>Self-motivated with a flexible approach and an ability to use initiative and work under pressure.</p> <p>Knowledge of a range of technologies, including PC hardware (desktop and laptop), Audio/Visual, Operating Systems and general software.</p> <p>Ability to work flexibly</p> <p>Excellent problem-solving skills.</p>	<p>Experience of prioritising work under pressure.</p> <p>Ability to gather relevant information about support issues from non-technical staff and students.</p> <p>Full driving license held</p>
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## The Valence Vision:

To provide all students that attend Valence School with a Learning Pathway that meets their intellectual, physical, social, and emotional needs. By working together with families and a wide range of support agencies, we will ensure that students within each Learning Pathway are valued, supported, and challenged to do their very best in preparation for the next stage of their learning and life in modern Britain.

To achieve our vision, we will work as a whole school team whilst striving to create a distinct identity for each Learning Pathway. Central to everything we do and key to the success of each Learning Pathway will be our Ethos...

## The Valence Ethos:

**Respectful** - Valence students respect the rights, needs and views of others. They seek to create an environment where support for each other is commonplace so that everyone feels that they belong.

**Resilient** - Valence students take risks and view failure as a good thing. They are encouraged not to give up easily and always try their best.

**Independent** - Valence students oversee their own learning. They are provided with a wide range of support to enable independence in everything that is required of them.

**Positive** - Valence students focus on what they 'can do' to develop as an individual and not what they 'cannot do' because of their disability

**Passionate** - Valence students are encouraged to find and develop their own range of interests and to express themselves as they wish in support of their learning.