



SAINT AIDAN'S

Church of England High School

ICT Digital Support Technician - (Level 3) Apprentice

Aspire & Believe & Succeed

Required for 8th December 2025 (or as soon as possible)

Message from Headteacher

Thank you for your interest in joining us at Saint Aidan's. I feel blessed to have recently taken up the position of Headteacher at this wonderful school. Since the start of term, I have been welcomed with love and encouragement from the whole school community; it really is a special place to lead, work and to serve.

Our ICT network and all of the associated hardware and software is vital for the education of our students and the smooth running of our school, and our ICT Digital Support Technician apprentice will work with the Network Manager to manage and support ICT provision across the school. We are looking for a candidate to support with the running of our network and ICT provision along with the right personal skills to work closely with staff and students.

As you will see from the enclosed information, our ICT provision includes support for teacher and student tablets and laptops as well as 4 ICT suites across the school site. The successful candidate will support all aspects of this provision. The primary responsibility of the ICT Digital Support Technician apprentice will be to maintain the ICT systems across the school and support staff and students in their use of ICT, but we are also looking for someone who will enjoy playing a full part in the life of the school. Excellent ICT provision for students and staff has been a high priority for the school for many years.

This apprenticeship is an exciting opportunity for anyone with a passion for technology and problem-solving who wants to gain practical experience in IT support while working towards a recognised qualification. You'll work alongside our Network Manager to learn how to maintain and support the school's computer systems, devices, and network services, helping staff and students get the very best from technology in the classroom.

I hope that, having read the enclosed information, and looked at the information about the school on our website, you feel encouraged to apply for this position.

You are required to complete the application form and to submit a supporting letter of no more than two sides of A4 explaining how your skills and experience have prepared you for the challenges of this post. Please do not complete Page 5 of the application form as this will be covered in your supporting letter.

I look forward to receiving your application. Applications close at 12noon on Wednesday, 5th November.

Yours sincerely,

Katie Benter, Headteacher



Katie Benter, Headteacher

Post: ICT Digital Support Technician (Level 3) Apprentice

(15 month Fixed Term Apprenticeship)

Line Manager:
Network Manager

Start Date:
8th December 2025

Closing date for applications:
Noon, Wednesday, 5th November 2025

Interviews:
Monday, 10th November 2025

Electronic applications are accepted in Microsoft Word or PDF format.

Please email to
recruitment@st-aidans.lancs.sch.uk

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School Information

Saint Aidan's is a successful and popular 11-16 co-educational Church of England school with 840 students situated in a very pleasant part of the Fylde in Lancashire. We draw our students from a wide area which includes the rural area of Over Wyre, as well as a number of areas on the edge of Blackpool and Fleetwood. The school is within easy reach of the cities of Lancaster and Preston and the town of Blackpool.

Our students achieve very well, and there is a real will in the school to improve even further. In 2024 our students' Progress 8 scores were higher than those in any other Fylde and Wyre school, and our GCSE results are consistently above local and national averages.

The school's commitment to learning extends to staff as well as students; there is a well-developed structure of support for new members of staff and a culture of "lifelong learning" among our teaching and associate staff. Our in-house CPD programme is important to us and we are continually looking to develop innovative approaches to teaching and learning, with an emphasis on the use of modern technology and collaborative learning. All teaching staff have access to a Microsoft laptop, and all of our classrooms are equipped with interactive whiteboards or touch displays. Individual tablet and laptop devices are used by students in the classroom.

The school was inspected by Ofsted in October 2013 and was found to be a Good school with Outstanding Behaviour and Safety. This was confirmed by a short inspection in July 2018 and again in June 2023. Our 2023 report states, "Pupils enjoy coming to school" and, "Staff appreciate leaders' consideration of their workload and well-being." An inspection by SIAMS in October 2024 states, "Inspired by the Christian vision, a highly nurturing culture permeates throughout the school. Caring and loving relationships ensure that students and staff know they will be listened to and their voices heard."

The school is full or nearly full in all year groups, and is regularly oversubscribed for entry into Year 7. The majority of our students travel to us by bus and choose Saint Aidan's over schools nearer their homes because of our individual care for students, our calm and purposeful atmosphere, our high academic standards and our Christian ethos.

As a church school we have a strong emphasis on the provision of a stimulating, secure and caring environment within which all members of our community can develop their potential to the full. Relationships within the school community are characterised by mutual respect; this creates a safe environment where young people can grow and develop, and where learning is valued. There is a strong "vertical" pastoral structure, built around forms that contain students from all five year groups. Our collective worship draws staff and students together and encourages them to explore life's big issues. The school's ethos is distinctively Christian but is also inclusive of those of other faiths or none. This gives us a great responsibility as for many of our children Saint Aidan's provides their only experience of worshipping and growing within a Christian community.

We work closely with our local primary schools, sixth forms, FE providers and universities. Students can participate in a wide range of extra-curricular activities and educational visits in this country and further afield. All staff are encouraged to contribute to this programme.

Our school 'motto' is taken from John 10 v 10 - "I have come that they may have life in all its fullness". All we do at Saint Aidan's is aimed at making this a reality for our students and staff.



Ofsted say that Saint Aidan's is a good school where the behaviour of pupils is outstanding.



"The long established Christian vision of 'life in all its fullness' drives leaders' decisions and actions. This creates a culture of high aspiration and care. Understated in the way it is displayed around school, the words of the vision are however powerfully evident in loving relationships. It is a lived experience which recognises the deep worth of each individual in a tangible ethos of togetherness. Students and adults are proud to belong to the nurturing St Aidan's family."

(SIAMS 2024)



"My daughter loves her new school, she looks forward to going every morning and comes home with a smile on her face every night. Thank you to all concerned, you have done a brilliant job."

(Year 7 parent)



Network Support and Infrastructure

Message from our Network Manager

Hi, I'm Tom Entwisle, and I've been the Network Manager here at Saint Aidan's for nearly ten years. During that time, I've had the chance to lead some exciting projects - moving our teaching staff from desktops to Surface devices, installing a brand new Aruba WiFi network, and most recently upgrading our infrastructure with three new hypervisors to keep us future-ready and stable.

We're passionate about using technology to make teaching and learning as smooth and effective as possible, and I'm proud of the systems we've built to support that. As ICT Support Technician, you'd be working alongside me to keep things running smoothly, solve problems as they come up, and help us keep improving what we do.

If you like variety, enjoy getting stuck into technical challenges, and want to be part of a supportive and friendly school team, I'd love to hear from you.

Best wishes,

Tom Entwisle, Network Manager

Network and Infrastructure Information

The school network is constructed of a cabled, Microsoft Windows network combined with Aruba wireless APs. We currently have 3 physical servers (new in July 2025), all running Windows Server 2025. All 3 operate as Hyper-V hosts which support 10 virtualised servers.

Cabling & Switches

All of school is cabled with a gigabit fibre optic backbone and CAT5e/6 cabling to classrooms and offices. There are fibre optic runs from the Network Room to all the buildings in school. Thirty switches (HPE, Aruba and 3Com) provide connectivity for permanent buildings; every classroom and office in school has at least a double network point and wireless coverage.

Internet Filtering & Protection

Our ISP, Virtue Technologies, provide a gigabit internet connection. Filtering is done via a Sophos firewall and managed by school staff. Filtering is split into 2 categories: students and staff. Sophos Central is used for antivirus protection.

Computers

There are 200 networked desktop computers in school running Windows, these are located predominantly in the ICT Suites. Most staff have a Microsoft Surface device. Classrooms do not have a desktop setup, instead each room is equipped with a Surface Dock which allows teachers to connect their own device in any room. Curriculum software varies depending on need and licensing but includes the full Adobe Creative Cloud suite. All computers are kept up to date daily with Windows updates (via our WSUS server) and anti-virus.

Meet the Team



Tom Entwisle,
Network Manager



Simon Calvert,
Assistant
Headteacher



Network Support and Infrastructure (continued)



Laptops

One trolley of 24 laptops resides in the Technology faculty. There are also a few exams laptops in service. All laptops are currently running Windows 11. Additionally, as mentioned, most staff have either a Surface Pro or Surface Go as their primary workstation.

Tablet Devices/iPads

All teaching staff and most support staff have been provided with either a Surface Pro or Surface Laptop. Every student in school uses a tablet/laptop with most students bringing their own, IT Support manages around 30 “daily loan” iPads for designated students who are unable to do this. Students are encouraged to bring their own iPad or tablet device to support their learning; a suitably filtered BYOD service is provided for internet connectivity.

Phone System

We use a Yealink VOIP phone system in school, this is managed by an external contractor with minor updates/changes performed by IT Support.

Electronic Whiteboards/Panels

Most of our classrooms are now equipped with a Promethean Panel, some remain in use with either a standard or short throw projector, some use a CTouch panel.

Printing

All printing and photocopying is managed via PaperCut. There are currently 6 Toshiba MFDs located around school, 2 larger Kyocera MFDs in the staff room and admin area and several smaller inkjet/laser printers which are used by specific members of staff for certain jobs. We utilise print release for staff on the 2 larger devices.

VLE

We use Office 365 (SharePoint in particular) combined with SchoolSynergy as our VLE. Various other platforms are utilised in different faculties, these are mostly managed by the individual faculty.

School Website

The school website is hosted externally but content updates are done by IT support staff in school. Every effort is made to keep the site current and up to date.

Parent Portal

School Synergy is our Parent Portal which provides parents with online access to attendance, behaviour and school reports.

Admin Services:

SIMS is the school administration system. We also use School Synergy for electronic registration. We are currently looking towards migrating to SIMS Next Gen.

Email:

Staff and students are all provided with school email accounts (Office 365), managed by IT support staff.

Cashless Catering

Our cashless catering system is run on an NRS system which is locally hosted as a virtual server. ParentPay is used to provide an electronic payment service for parents.

Accessit

Library software from Accessit.

InVentry

Visitor management system located in Reception.

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JOB DESCRIPTION

Job title:	ICT Digital Support Technician (Level 3) Apprentice
Grade:	JE Grade 4 – Scale points 04-06 £25,185 to £25,989 per annum, gross Full time – 37 hours per week
Location:	Saint Aidan's Church of England High School
Responsible to:	Network Manager
Staff responsible for:	None
Job purpose:	Under the direction of the Network Manager support the provision of ICT , including the maintenance of equipment, use of software and continued effectiveness of a school network for all aspects of learning and administration.

Main tasks and responsibilities:

As our ICT Digital Support Technician (Level 3) Apprentice, you'll help keep our systems running smoothly across the school site. Every day will bring new challenges, from helping teachers connect their devices in classrooms, to setting up student tablets and accounts, maintaining laptops and desktops in ICT suites, or assisting with website updates and software installations.

- Set up, configure, and maintain Windows devices and software used by staff and students
- Support classroom technology such as touch displays, projectors, and printers
- Assist with user account management, backups, and security under supervision
- Troubleshoot common network and connectivity issues
- Help manage Office 365 and other cloud-based tools
- Contribute to keeping our school website and systems up to date
- Follow established procedures for setting up user accounts.
- Set up basic audio visual equipment for use by teaching staff
- Provide friendly, effective support to both staff and students
- Be aware of and adhere to required procedures for electronic waste disposal in a school
- Be aware of the importance of GDPR regulations and ensure that GDPR is adhered to
- Assist with other members of staff in providing a purposeful, orderly and supportive environment for learning
- Support the wider life of the school as a member of staff

In addition, other duties at no higher a responsibility level may be interchanged with / added to this list at any time.

This is a hands-on role that will develop your skills in communication, problem-solving, and time management while you gain a deeper understanding of IT infrastructure and educational technology.

You'll be based on-site at Saint Aidan's four days per week, working closely with the Network Manager with one day attendance at college to complete a Level 3 qualification in Digital Support Technician



JOB DESCRIPTION ICT SUPPORT TECHNICIAN

(continued)

Equal Opportunities

The school is committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and Safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help the school to apply our general statement of health and safety policy.

Safeguarding Commitment

This school is committed to safeguarding and protecting the welfare of children and young people and expects all staff and volunteers to share this commitment.

October 2025



PERSON SPECIFICATION FORM POST TITLE: ICT Digital Support Technician (Level 3) Apprentice	Essential (E) or Desirable (D)	To be identified by: application form (F), interview (I), reference (R)
QUALIFICATIONS GCSE Grade C in English and Mathematics or equivalent standard of Literacy and Numeracy	E	F
EXPERIENCE Previous relevant experience Experience of working in a Windows environment Experience of working in a secondary school Experience of working with Office 365	E E D D	F F F F
KNOWLEDGE/SKILLS/ABILITIES Ability to relate well to young people and to understand their needs Ability to work as part of a team and alone Good time management and organisational skills Good communication skills, both oral and in writing Knowledge of data protection and safeguarding as they apply to a school setting	E E E E D	F/I/R F/I/R F/I/R F/I/R F/I/R
OTHER Commitment to undertake continuing professional development Commitment to safeguarding and protecting the welfare of children and young people Willingness to support the Christian ethos of the school	E E E	F/I/R F/I/R F/I

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Our School Values

We aspire

- ♦ to give each one of our students the best possible education to prepare them for a successful and fulfilling life
- ♦ to build a community based on mutual respect and tolerance
- ♦ to open minds and provide a rich experience inside and beyond the classroom

We believe

- ♦ in a school with the Christian faith and Christian values at its heart
- ♦ in the God-given potential of each of our students
- ♦ in the value of every member of our school community of all faiths and none

We succeed

- ♦ by excellence in teaching and learning
- ♦ by fostering a purposeful and disciplined atmosphere where all can thrive
- ♦ by students, staff, parents and the wider community working together



Ofsted say that relationships between students and with adults are first rate.



What the students say...

"The lessons are all absolutely brilliant! My favourite has got to be IT because we research all sorts of fun and fascinating things and I am learning so much."

(Year 7 student)



"Saint Aidan's is a very welcoming environment where nobody is lost and we are all treated as one. It has provided me with many opportunities to push myself, not just academically but with self confidence too."

(Head Girl)

"I have come that they may have life in all its fullness".

All we do at Saint Aidan's is aimed at making this true for our students and staff.

