



IT Technician

Location	Mercia Northridge School (currently Chaucer School) (Sheffield)
Salary	Grade 5 £30,024 to £32,597 (subject to forthcoming NJC pay increase)
Contract term	37 hours, 52 weeks, permanent
Responsible to	Network Manager
Start date	As soon as possible
Closing date	Midnight Sunday 21 June 2026

Mercia Learning Trust

Mercia Learning Trust is a successful partnership of four primary and three secondary schools located in Sheffield, and will soon be joined by our eighth school, Mercia Northridge School. Established in 2012, with one secondary school, our trust has grown to serving over 5000 pupils, with 650 staff.

Why do we exist?

- To empower everyone in our communities, especially the most disadvantaged, to succeed.

How do we behave?

- We are kind - showing care and supporting each other.
- We have integrity - doing the right thing and always putting children first.
- We work with diligence - overcoming obstacles and having no excuses.

What do we do?

- We run schools that focus on academic excellence, cultural capital and the development of character.

How will we succeed?

- A culture of excellence – high standards shaped by clarity, not control.
- Academic focus – empowering all children through an exceptional curriculum.
- Purposeful collaboration – relationships built on trust, reducing sub-optimisation and driving collective success.

Our staff are a crucial part of our trust, just like our pupils. We are devoted to recruiting, training, retaining and taking good care of our highly skilled and dedicated team.

Mercia Northridge School

Mercia Northridge School will open in September 2026 as the eighth school to join Mercia Learning Trust. Mercia Northridge School is a secondary school for children aged 11 - 16. It is situated in Sheffield and has over 700 pupils on roll.

Mercia Northridge School strives to provide all pupils, no matter their background or starting point, an academic curriculum that allows them to excel and thrive when they leave. We are committed to the most vulnerable pupils, and we are recruiting those who believe that high standards and expectations are necessary to lead pupils towards success.

We passionately believe in the need for a warm/strict approach as the bedrock of any success for pupils. Clarity and consistency are paramount for both pupils and staff as we work together to achieve our shared aspirations. Our pedagogical approach is clearly defined, emphasising direct instruction, the use of visualisers and high-level questioning to enhance learning. While we have established a strong level of consistency that supports pupil progress, we continually strive for excellence. We are seeking dedicated professionals who can help us build on this foundation and drive our ambitions forward.

The role

Duties will include prioritising, diagnosing and resolving day to day problems relating to hardware and software; carrying out maintenance, modification and installation of IT equipment; administering user accounts, maintaining records and assisting end users.

To be technically suitable for this role, you must have a good general knowledge of IT systems and should specifically have knowledge and experience of:

- Microsoft Windows, Apple macOS and iOS Operating Systems
- hardware and software installation and management
- basic networking maintenance
- Active Directory management
- Microsoft 365 and Google Workspace
- desktop imaging solutions (SCCM, WDS, MDT)

Experience of school specific software such as Promethean ActivInspire and Bromcom is beneficial.

The successful candidate will:

- be diligent and conscientious when providing support across the curriculum and key stages
- be a good communicator and be willing and able to work alongside school colleagues
- demonstrate initiative, creativity, and problem-solving skills
- be able to work as part of a team.
- be flexible, approachable and have a friendly disposition
- have a can-do attitude and be able work under pressure, meet deadlines and tackle ad-hoc projects with enthusiasm

The post holder will primarily be based at Mercia Northridge School (currently Chaucer School) but is expected to work across our trust as part of the Mercia Learning Trust IT Services Team.

Job description

Purpose

To empower everyone in our communities, especially the most disadvantaged, to succeed.

Key duties

- Provide an outstanding and highly effective IT service for staff and students.

School wide duties

- Provide friendly and efficient first line IT helpdesk support to staff and pupils.
- Prioritise, diagnose and resolve day to day problems relating to hardware and software in a timely manner.
- Maintain accurate records for the purposes of system and asset management.
- Assist in the procurement of appropriate hardware and software using the trust financial policies.
- Carry out maintenance, modification and installations of IT equipment.
- Support the development of school and trust-wide IT systems and services.
- Assist and train end users in the effective use of IT hardware and software.
- Administer user accounts.
- Help maintain the security of systems to protect users, hardware and data.
- Work alongside colleagues in developing best practice within our trust.
- Assist in trust wide projects.

General/other

- Attend and participate in relevant meetings, training and events as required.
- Contribute to the overall development of Mercia Northridge School and Mercia Learning Trust, ensuring both operate because of shared and collective responsibility, including, contributing to trust partnership activities to drive school and trust improvement.
- All schools in Mercia Learning Trust are committed to safeguarding and promoting the welfare of children and young people. Therefore, all employees are expected to share this commitment.
- Be aware of and comply with the codes of conduct, regulations and policies of the school and its commitment to equal opportunities, as set out in the staff handbook.
- Any other delegated roles as directed by the headteacher.

This job description is current at the date as shown, but in conjunction with the post holder, may be changed by the headteacher to reflect or anticipate changes in the role which are commensurate with the grade and job title.

Person specification

Role: IT Technician

Attributes	Essential	Desirable	Assessment
Qualifications and training	<ul style="list-style-type: none"> • Very good literacy/numeracy skills • Good GCSEs/GCE A Levels or equivalent experience 	<ul style="list-style-type: none"> • Experience supporting ICT in the education sector • Microsoft or CompTIA certification(s) 	<ul style="list-style-type: none"> • Application • Interview • References
Skills and knowledge	<ul style="list-style-type: none"> • Efficient record keeping 		<ul style="list-style-type: none"> • Application • Interview • References
Experience	<ul style="list-style-type: none"> • Experience of supporting users of Windows, macOS and iOS Operating Systems • Experience of supporting a range of applications and cloud-based software such as Microsoft Office, Microsoft 365 and Google Workspace • An awareness of networking theory (TCP/IP, switches, routers and cabling) 	<ul style="list-style-type: none"> • An understanding of Windows Server technology including Active Directory, DNS, File and Print Services • An experience of working with Windows Group Policy • A good understanding of networking protocols such as TCP/IP • Experience of AV equipment such as projectors and touchscreen devices 	<ul style="list-style-type: none"> • Application • Interview • References
Personal qualities	<ul style="list-style-type: none"> • Flexible • Honest and reliable • Calm under pressure • Patient • Empathetic with young people • Team player • Attention to detail • High personal and professional standards • Common sense 		<ul style="list-style-type: none"> • Application • Interview • References

Staff testimonial videos

Please take the time to watch these staff testimonial videos.

Working for Mercia Learning Trust

Staff wellbeing at Mercia Learning Trust

How to apply

All candidates must complete the following application process:

- Applications for this role are via the TES website.
- We do not accept CVs or council forms.

After your application has been submitted:

- In all cases written references will be taken up and made available to interviewers before the final selection stage.
- An email and/or letter will be sent to shortlisted candidates with details of the interview process.
- If you have not heard from us within two weeks of the closing date, please assume that on this occasion, your application has been unsuccessful.

Further information

Visit [here](#) for more on what it's like working for our trust, what we offer you, and what we're looking for.

Should you require any additional information about the role or the school or would like an informal discussion or out of hours visit, please contact the Headteacher's PA, Chelsea Clarke via cclarke@chaucer.sheffield.sch.uk.

The closing date for applications is midnight Sunday 21 June 2026.

The small print

Mercia Learning Trust is committed to safeguarding and promoting the welfare and safety of children and young people and expects all staff to share this commitment. If you are shortlisted, your suitability to work with children will be explored, and this will include disclosing convictions. The information you disclose may be discussed with you during the interview.

The successful candidate will therefore be required to complete a DBS check in line with the Rehabilitation of Offenders Act (ROA) 1974 (Exceptions) Order 1975 and the Police Act Regulations.

In accordance with DfE Keeping Children Safe in Education 2025, an online search will be completed on all shortlisted applicants prior to interview. Any relevant information will be discussed further with the applicant during the recruitment process.

We are an equal opportunities employer. Our staff are recruited and promoted on the basis of their merits and abilities, and no job applicant or employee receives less favourable treatment on the grounds of racial group, origin or nationality, sex, disability, marital status, age, sexual orientation, political or religious beliefs or trade union activity. Please indicate whether there are any reasonable adjustments or access requirements you would need to help you to attend an interview. If you wish to discuss your requirements prior to submitting your form, please contact our recruitment team on 0114 349 4230.