



Richard Lander School

Truro



Application Pack

ICT Support Technician

Cornwall Council Grade 2 Step 1 (£26,597)

Permanent, following the completion of a 6-month probationary period

Start Date:

37 Hours per week Full Time



September 2025

Dear Candidate

Re – ICT Support Technician - Permanent

Please find enclosed an application and details for the above post at this school.

The Role:

To assist in the provision of technical support and helpdesk services within the school. To provide additional development support to the ICT Team.

Our school is welcoming and supportive, with a strong value placed on 'being the best you can be' and staff and students on a mission to achieve great outcomes for all our students.

If you would like discuss the post further or arrange a visit to the school please contact Mrs Harrison, Personnel Officer, on 01872 273750 or email vharrison@richardlander.cornwall.sch.uk.

This position is full time and permanent.

The School:

At Richard Lander School everybody works hard and is committed to providing the best opportunities for the children in our school. We were inspected by OFSTED in 2023 and were graded as a Good school.

We hope after reading our details and person specification that you will want to join our team.

Applications will only be considered on the attached application form. Completed forms should be submitted to vharrison@richardlander.cornwall.sch.uk by noon Wednesday 8th October 2025.

Can I take this opportunity of thanking you for your interest in the position at Richard Lander School. If you do not hear anything from us within 28 days you can assume your application was unsuccessful.

Yours sincerely

Mr Steve Mulcahy
Headteacher



Background for Prospective Candidates

Come and work for a great school in a great location.

Where are we?

Cornwall has far more than just beaches, surfing and world heritage countryside, we also have some of the best schools in the country with the space, facilities and drive to give the best possible education to the students we serve.

Truro is Cornwall's county town, it's only city and the most southern city in mainland Great Britain. Truro has a booming population thanks to its location in the heart of the county and is a centre for art, culture and entertainment.

The school is situated to the West of the city centre and serves the beautiful coastal communities of St Agnes and Porthtowan as well as communities closer at hand.

The School

Richard Lander School is Truro's largest secondary school. Richard Lander is highly regarded in the area and oversubscribed in several year groups. We have 1550 students on roll. Mr Steve Mulcahy has been our Headteacher since 2008. We were inspected by OFSTED in 2023 and were graded as a Good School.

We have an ARB for up to 15 students on site which is very much part of our school.

Our Ethos

At the heart of our work is a desire to see all our young people and staff develop their gifts and talents to their full potential. Some people call this ambition, we call it 'being the best you can be'. Our standards are high and our aim is for all children to achieve their full potential, both academically and socially.

The Application

Please see the job description for more details of this exciting post.

Prospective candidates are very welcome to arrange to visit the school by calling 01872 273750 and asking for Mrs Harrison. Closing date for applications is midday on Wednesday 8th October. Shortlisted candidates will be notified of the interview date.

Please send your completed forms to the school for the attention of Vicky Harrison, Personnel Officer, vharrison@richardlander.cornwall.sch.uk. Applications should address the items included on the person specification and only candidates who meet the essential criterion will be shortlisted.

The Interview Process

Candidates who are shortlisted for the position will be contacted by a telephone call and this will be followed up with an email.

- In line with Keeping Children Safe in Education 2025, as part of the shortlisting process, the school may carry out an online search on shortlisted candidates.
- All interviews will be face to face and will explore the candidate's suitability for the position.
- Applications will be scrutinised and discrepancies or anomalies in work related history, experience and qualifications for be discussed at the interview stage.
- Successful candidates will be required to achieve a full enhanced DBS disclosure and 2 satisfactory references.

Prepared by

- Mr Steve Mulcahy, Headteacher
- Mrs Jennifer Griffiths, Deputy Headteacher

Safeguarding

Richard Lander School is committed to safeguarding and promoting the welfare of all children.
We expect all our team members to share this commitment.



Richard Lander School

IT Support Technician Job Description

Closing date:	Midday Wednesday 8 th October 2025
Job Start Date:	ASAP
Interview Date:	TBC
Contract Type:	Full Time and Permanent
Salary:	Grade 2 step 1 £26,597
Responsible to:	Assistant Network Manager/Network manager/Head of IT/Deputy Headteacher/Headteacher
Direct Supervisory Responsibility for:	None
Indirect Supervisory Responsibility for:	None
Important Functional Relationships:	<p><u>Internal:</u> Head of Department, teachers, teaching assistants, Network Manager, Headteacher, School management team, staff, students, Head of ICT, ICT Co-ordinator</p> <p><u>External:</u> Suppliers of goods and services, ICT Departments, LEA Advisers and Officers, Parents, Governors.</p>

Main Purpose of Job:

To assist in the provision of technical support and helpdesk services within the school. To provide additional development support to the ICT Team.

Main duties and Responsibilities

1. To assist in the effective and efficient operation of the School's network, ICT equipment and systems including completing routine maintenance of School ICT systems, backup systems, cleaning, monitoring computer equipment and adhering to the network security processes.
2. To assist in the delivery of the school's technical support service through flexible working hours.
3. To undertake specific software and network development projects as directed by the Network Manager.
4. To provide documentation for any development project undertaken.
5. To provide assistance to staff and pupils in using the School's ICT facilities, and to prepare facilities for class use, sharing expertise and where necessary, providing instruction sheets.
6. To assist in regular audit stock takes of the school's ICT hardware and software at the direction of the Network Manager, ensuring records are up to date.
7. To oversee the use of ICT facilities during the pupil's breaks as directed by the ICT Co-ordinator.
8. To advise teaching staff and pupils on how to use the Internet, including promotion of the School's website, in accordance with the School Internet Policy.
9. To provide technical support to ensure the schools website is updated on a regular basis.



10. To maintain an awareness of new developments in Information and Communications Technology.
11. To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g. County Council (Equal Opportunities Policy/Code of Conduct) and national legislation (Health and Safety, Data Protection).
12. To maintain confidentiality of information acquired in the course of undertaking duties for the School.
13. To be responsible for your own continuing self-development, undertaking training as appropriate.
14. To undertake other duties appropriate to the grading of the post as required.

Optional Clause:

1. To provide an ICT diagnostic and repair service (as qualified) and to liaise with outside agencies, co-ordinating arrangements to ensure prompt and successful solutions to ICT problems.

Date Prepared: September 2025

Prepared by: Adam Griffiths, Head of Computing



PERSON SPECIFICATION

Job Title: IT Support Technician
Department: School Based

Person Specification prepared by: Jennifer Griffiths, Adam Griffiths

Date: September 2025

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<u>Relevant Experience</u>	Knowledge of desktop computer hardware and software, including Open Source Software	Experience in management of server software. Some experience of supporting an IT system in a work environment.	Application form / interview
<u>Education & Training</u>	<p>Attainment of GCSE qualifications (or equivalent level 2 qualifications) to include a science/technology related subject and English and Maths.</p> <p>Relevant Level 2 and 3 equivalent IT or computing qualifications (e.g. GCSE and A Level, Level 2 and 3 BTEC)</p>	Attainment of continued relevant study of an Industrial qualification.	Application form.
<u>Special Knowledge and Skills</u>	<p>Technical knowledge in ICT.</p> <p>Good organisational and communication skills.</p>	<p>Programming knowledge in any high level programming language (e.g. python C#).</p> <p>Knowledge of DBMS (e.g. SQL Server, MySQL).</p>	Application form / interview
<u>Any Additional Factors</u>	<p>Self-motivated.</p> <p>Pleasant and friendly approach.</p> <p>Enjoys working children/young people.</p> <p>Ability to work on own initiative and as part of a team.</p> <p>Well-presented.</p>		Interview

Job Description and Person Specification Reviewed: September 2025



Special Conditions related to the post

The school is committed to safeguarding, promoting the welfare of children and to ensuring a culture of valuing diversity and ensuring equality of opportunities.

Successful applicants must be suitable to work with children and will need to undertake the following before commencing employment:

Enhanced Disclosure & Barring Service (DBS) Certificate with barred list information

Receipt of two satisfactory employer references one of which must be from your current or most recent employer

Satisfactory verification of relevant qualifications

Satisfactory health check

All new employees will be required to undertake mandatory training required by the school.

How to apply:	Complete the relevant applications form, equal opportunities and self-declaration form. Please note that applications will not be accepted unless on the attached application form. CVs are not accepted. Expressions of interest should be sent via e-mail to Victoria Harrison, Personnel Officer, vharrison@richardlander.cornwall.sch.uk
Contact details:	Address: Mrs Victoria Harrison, Personnel Officer Richard Lander School, Higher Besore Road, Truro, TR3 6LT Tel: 01872 273750
Closing date:	Midday on Wednesday 8th October 2025, Shortlisted candidates will be notified of interview date. Please note that if you have not received a reply within 28 days of the closing date you must assume that, on this occasion your application has been unsuccessful.