Wyke
6TH FORM COLLEGE

INFORMATION FOR APPLICANTS

WORKING AT WYKE SIXTH FORM COLLEGE

INTRODUCTION

Application for the Post of: IT Network Technician

Thank you for your enquiry concerning the above post. I hope you find the following information of interest, and that you are encouraged to apply. Please note the closing date for received applications is **10th December 2025 at 5pm. Interviews will take place on Thursday 18th December 2025.** Included in this pack is some information about the IT Department at Wyke, an outline job description and a person specification.

For further details and to access the application portal please see below or visit www.wyke.ac.uk/about-wyke/staff-vacancies. If you have any queries about applying for the role, please contact personnel@wyke.ac.uk, or call 01482 346347.

The College is committed to safeguarding children and vulnerable adults. The successful applicant will be required to disclose any criminal convictions and agree to a check being made through the Disclosure and Barring Service. Please note that any eventual offer of employment will be made provisional subject to receipt of satisfactory DBS, qualification, barring, health and reference checks.

I would like to take this opportunity to thank you for the interest that you have shown in this post. Following short listing, we will endeavour to contact all applicants via email to advise them whether they will be invited in for an interview process.

Yours sincerely

Shell Clarkson

HR Manager

WORKING AT WYKE

Wyke is a successful and highly ambitious Sixth Form College whose aim is to be the best college in the country. We are an established, popular College with an outstanding reputation in the locality. The college draws students from Kingston-Upon-Hull, East Riding of Yorkshire, and further afield. The largest and one of the most successful A-level providers in the area, we offer applicants the opportunity to work alongside committed colleagues who have enabled our students to achieve high levels of success. At Wyke we put the student first and all decisions centre around staff working together to meet their best interests.

We currently have over 2400 students and around 220 members of staff. We offer a wide range of A Level courses as well as some highly successful vocational courses, and a small number of GCSEs.

We are immensely proud of the pastoral systems that we have in place at the College. Everything that we do here is built around our four core values of Pride, Academic Excellence, Ready for the World, and Thriving in a Caring Community. We want all of our students to be the very best versions of themselves, achieve amazing results, progress into professional destinations and make a positive contribution to society. To achieve this we have invested significantly into a support infrastructure that can respond to the varied and often complex needs of our students. A system that promotes resilience, but does so in a supportive, caring and understanding way.

of the multiple group system.

We offer a welcoming college with supportive management and a strong team atmosphere as well as a modern environment. We are lucky to work with great students who are here to learn and have chosen their subjects so standards of behaviour are high.

The Wyke IT Support team has the exciting and challenging responsibility of maintaining the College's IT network infrastructure and critical hardware/software systems which are used extensively across the College for administration, management and Teaching and Learning. As well as supporting these systems the team also provides helpdesk technical support to the many staff and students. The nature of the support varies greatly from day to day and at different periods of the academic year.

JOB DESCRIPTION

Job Title :	IT/Network Technician
Reporting to :	Head of IT Systems
Overall Purpose:	You will support the functions and development of the College's computer systems, maintaining the highest possible standards in technical support for digital services. You will provide an open, listening and responsive service to all users of these services.
Policy and Procedure:	Inherent in this job description is an expectation that you will observe and implement the agreed policies and procedures of the College, including Health and Safety, appraisal and promoting equality of opportunity.

Key Duties

Operation and maintenance:

- ensure that critical systems in the college are monitored and maintained, according to college policies

- maintain an inventory of ICT hardware

- maintain records of all software installed on the College system, to ensure compliance with licensing arrangements

- maintain accurate documentation for the college network, network services, hardware and software systems

- maintain the effectiveness of the ICT and networked systems, ensuring that faults reported by staff are tackled in a timely and professional manner, according to the College's policies

- maintain records of all fault correction and servicing of the ICT and networked systems

- set up and maintain all aspects of user accounts, user permissions and accesses, disk quotas and printer queues, across IT systems and networked services

- maintain IT environments, server rooms, switch rooms, storerooms and equipment in a condition conducive to an efficient and manageable working environment

- maintain and monitor computer equipment loan systems, in accordance with college policy

- configure and maintain 3CX based phone system

JOB DESCRIPTION

Development:	• install and test new hardware • install and test new software according to college need and licensing requirements • install and test servers and networked services • support and enact IT/network disaster recovery and business continuity capability measures • provide full technical support to teaching departments in their expansion and use of ICT curriculum solutions • develop new elements of college IT and network infrastructure and capability • maintain an active commitment to development of ICT expertise in skills and techniques • assist in the development of teaching and learning support materials, insofar as they will be used within the College intranet, networked services or Internet
User support	• Monitor and respond to service desk tickets within the published service level agreements. • provide a customer-focussed and friendly service to staff and student users of the computer network • adopt a pro-active and co-operative approach in seeking solutions to support users • support web-access to College digital facilities, ensuring effective security procedures and safeguards are in place at all times • advise on suitability of hardware, software and services with respect to compliance and compatibility with existing systems, networks, services and licencing • Provide assistance in the configuration and support of computer-based exams.
Other duties :	• This job description is a guide to the major responsibilities of the post holder. Other duties may be added at the reasonable request of the Principal and the job description itself may be revised from time to time (after discussion with the Principal) as the needs of the College change.

JOB DESCRIPTION

Essential skills:	Knowledge of supporting & maintaining the following is essential: • Ability to demonstrate meticulous attention to detail, analytical skills, problem solving and flexibility to cope with interruptions and changing priorities • Windows 10/11 desktop support • Windows Server support • Office 365 / Microsoft Office suite support • Microsoft Teams support • Active Directory & GPO management • Azure Active Directory • DHCP / DNS management • Basic networking & troubleshooting
Beneficial skills:	Knowledge of the following technologies would be beneficial: • Microsoft Entra & cloud management • Cyber Security • Exchange online support • 3CX phone system • ESXi / VCenter experience • Cisco IOS /IOSXE experience
Remuneration : **Hours:**	SFCA Support Staff Pay Scale Point 11-12 Full Time

PERSONAL SPECIFICATION

	ESSENTIAL	DESIRABLE
EDUCATION		
	A good standard of education	Microsoft package qualifications
EXPERIENCE		
	Substantial experience of providing IT support to a large number of colleagues	Experience of working with 16-19 year old students
	Thorough knowledge and experience in the installation, configuration and maintenance of Windows server and desktop operating systems	Microsoft Intune device management
	Experience of PC imaging (using Microsoft Intune)	Experience of software deployment
	Good knowledge of Microsoft Office and other products	Experience in using and supporting the Adobe applications (e.g. Adobe CC)
	An understanding of server virtualisation	Experience of using and supporting VMware/server virtualisation infrastructure
	A good knowledge of Active Directory and Group Policy	A working knowledge of Microsoft Intune, Configuration and Compliance Policies
SKILLS & APTITUDES		
	Adept problem solver	
	Approachable and personable with the ability to communicate effectively with students, colleagues and external organisations	
	A track record of demonstrating strong organisational skills	
PERSONAL QUALITIES		
	A flexible approach in relation to the diverse nature of the role	Ability to work occasional evenings
	Self-motivated and the ability to work alone or as part of a team	
	Willingness to learn and update skills on a continuous basis	

Further Information Contact Details:

Wyke Sixth Form College

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