# IT Engineer

## Recruitment Pack: September 2026

# ABOUT US

WHO WE ARE

OUR APPROACH

**Who We Are**

ALP Schools are a chain of Independent Special Needs Schools. Each of our schools is Ofsted registered and caters for young people who have struggled in mainstream education due to their special educational needs. We also recognise the importance of building up routines, relationships, respect and trust in order to achieve successful teaching and learning We are proud to offer a holistic and individualised approach to learning that truly empowers success.

**Our Vision and Values**

At ALP Schools, our vision is clear: *Empowering Success Through Holistic and Individualised Learning*. We hold a fundamental conviction that education can help every individual achieve their full potential, regardless of their ability. This isn't just a statement—it's the foundation of everything we do and the reason we exist.

Our approach is guided by our ARRRTT values, which underpin every aspect of our work with learners:

**Attendance** – We focus on improving each learner's attendance level to ensure they give themselves the basis to achieve.

**Routine** – Our tutors help learners gain routines adapted to their individual needs, ensuring they feel comfortable in the educational environment.

**Relationships** – Learners are supported in developing sound relationships with tutors and other service users, creating a foundation of trust and connection.

**Respect** – We work with learners and families in a holistic manner to maximize their life-chances and educational potential.

**Trust** – When pupils feel more secure and understood, they are empowered to take risks and grow in their learning.

**Teaching** – A formal, academic curriculum takes place, ensuring learners receive high-quality educational experiences tailored to their needs.

These values inform the decisions that we make and the interactions that we have, creating an environment where success is not just possible—it's expected.

This core belief drives our passion for working with learners and explains why our dynamic, bespoke approach successfully reaches so many disengaged and vulnerable young people. We understand that one size does not fit all, especially for children who face barriers to mainstream education.

Our unique strength lies in offering small class sizes where the curriculum is specifically tailored to each individual's needs. We recognise that successful teaching and learning are built on a foundation of strong routines, positive relationships, mutual respect, and trust—and we prioritise building these essential elements with every young person in our care.
From the moment of referral, we place the learner's special educational needs and disabilities (SEND) at the heart of our planning, alongside comprehensive family support, ensuring our educational interventions are both effective and appropriate.

# ABOUT THE ROLE

THE SCHOOL

KEY RESPONSIBILITIES

ALP Schools is a chain of five “Good” schools, supporting pupils with Education, Health and Care Plans. This is an exciting time for the schools as we continue to grow in both our provision and reputation.

Our overarching purpose is to support learners in overcoming barriers to learning through flexible, structured, and supportive approaches. While our work can be challenging, it is equally rewarding. Staff wellbeing and professional development are central to our success.

**About the Role**

We are seeking an experienced and motivated ICT Engineer to support the delivery of high-quality ICT services across our Kent schools.

The successful candidate will play a key role in delivering the school’s Digital Strategy and Action Plan by maintaining secure, reliable, and standardised IT systems and networks.

This includes providing first and second-line technical support, supporting infrastructure improvements, and working closely with the IT Operations Manager and wider ICT team.

ALP Schools operate within a Google Workspace for Education environment, with a strong focus on modern, secure, and future-ready digital systems.

This is a multi-site role requiring regular travel between Kent schools. Due to our insurance requirements, applicants must be aged 25 or over and hold a full UK driving licence. Travel expenses will be paid in line with the school's policy.

Experience working in an educational or multi-site environment is desirable.

# ABOUT THE ROLE

APPLICATION

KEY RESPONSIBILITIES

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| **Starting Salary** | S7 45 (S) £30,200 |
| **Contract type** | Full Time, Permanent (25 days annual leave)<br>37.5 hours per week |
| **Responsible to** | IT Manager |
| **Base** | Kent Schools– working between Parkview Academy, Pierview Academy and ALP Sittingbourne |

## How to Apply

Interested candidates are requested to apply online via:
https://recruit.sampeople.co.uk/Jobboard/Trust/alpschoolslimited

Closing Date: 9th October 2026

Interviews: TBC

We are committed to the highest standards of safeguarding and all posts are subject to an enhanced DBS check.

**HR Support**
hr-support@alpschools.org

Click here for our website!

## Job Purpose

The post holder will be responsible for delivering high-quality ICT support and infrastructure services across ALP Schools Kent schools, in line with the school's Digital Strategy and Action Plan.

This includes maintaining the availability, reliability, security, and standardisation of IT systems and networks, supporting staff and students, and implementing technical standards.

The post holder will work closely with the IT Operations Manager and wider ICT team to support infrastructure modernisation, cyber security, system resilience, and service improvement, ensuring that digital systems effectively support teaching, learning, and school operations

## Key Tasks and Activities

- Provide first and second-line ICT support to staff and students across Kent sites.
- Maintain the availability, reliability, and security of IT systems and networks.
- Install, configure, and support the Schools-approved hardware, software, and classroom technology.
- Support wired and wireless network infrastructure and Google Workspace for Education.
- Assist with system upgrades, refresh programmes, and infrastructure improvements.
- Follow and support the school's ICT standards, policies, and procedures.
- Maintain accurate technical documentation and ticket records.
- Support the delivery of the school's Digital Strategy and site ICT action plans.
- Provide guidance and basic training to staff where required.
- Work collaboratively with the ICT team to support school-wide projects.

## Personal Development and Well-Being

- Support ALP Schools' commitment to high standards and positive outcomes for all pupils.
- Promote safe, inclusive, and responsible use of digital technologies.
- Maintain high professional standards and respect for diversity.
- Work effectively with staff, students, parents, and carers where required.
- Engage in continuous professional development and reflective practice.

## Monitoring and Self-Evaluation

- Evaluate own performance in line with school policies and service standards.
- Respond proactively to feedback and service needs.
- Share good practice and support service improvement.
- Identify and address areas for development.

## Key Performance Indicators

- Timely resolution of ICT support tickets in line with service standards.
- Reliability and availability of ICT systems and networks.
- Contribution to the delivery of the school's Digital Strategy and site action plans.
- Compliance with ICT security, safeguarding, and school standards.
- Positive feedback from staff and site leaders.

## Expectations and Values

- Engage in continuous professional learning and development.
- Act as an ambassador for ALP Schools by upholding school values and standards.
- Maintain a professional appearance and conduct at all times.
- Follow and support all relevant policies, procedures, and guidelines.
- Contribute positively to team planning, review meetings, and service improvement.
- Demonstrate commitment to safeguarding and student welfare.

## Safeguarding and Special Factors

- All staff have a responsibility to safeguard and promote the welfare of children and young people.
- The role may require occasional work outside normal working hours.
- Attendance at training, conferences, and professional development activities may be required.
- Reasonable expenses will be paid in accordance with school policy.
- This post is subject to an Enhanced DBS check.
- Duties are subject to the Written Statement of Particulars.

The above responsibilities are subject to the general duties and responsibilities contained in the Written Statement of Particulars.

**This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.**

# Equality and Diversity Statement

ALP Schools are committed to achieving equality for all those who learn and work with us, and wishes to develop a fair and supportive environment, which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, colour, nationality, ethnic origin, gender, gender identity (transsexuality), marital or civil partnership status, disability, sexual orientation, religious or political beliefs, age, social class or offending background.

Staff in Human Resources play a critical role in developing, maintaining and supporting equality and diversity in employment. All staff have a legal and personal responsibility to uphold the School's policies.

Equality of opportunity is embedded in the recruitment and selection of staff, training, promotion, performance and development management, induction, probation, and communication and elsewhere. We endeavour to treat people fairly on the basis of individual need and to build a workforce which is diverse.
A variety of training courses, some mandatory, on equality and diversity are organised through our Staff Development.

# Person Specification

| Education, Qualifications & Experience | |
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| Relevant ICT qualification or equivalent practical experience. | Essential |
| Proven experience providing technical support in an educational or similar environment. | Essential |
| Experience supporting hardware, software, and network systems. | Essential |
| Experience using ICT support ticketing systems. | Essential |
| Industry certifications (e.g. CompTIA, Microsoft, Google). | Desirable |
| Experience working in a multi-site organisation. | Desirable |
| Knowledge of IT service management principles (e.g. ITIL). | Desirable |

| Skills, Knowledge, and Abilities | |
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| Strong technical troubleshooting skills. | Essential |
| Good communication and interpersonal skills. | Essential |
| Ability to manage workload and priorities effectively. | Essential |

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| High level of IT competence. | Essential |
| Strong problem-solving and analytical ability. | Essential |
| Ability to work independently and as part of a team. | Essential |
| Ability to adapt to changing and competing demands. | Essential |
| Awareness of safeguarding, data protection, and security requirements. | Essential |
| Ability to safely handle and move ICT equipment. | Essential |
| Experience delivering basic staff training. | Desirable |
| Understanding of SEND and assistive technologies. | Desirable |
| Experience supporting ICT improvement projects. | Desirable |

| **Other Requirements** | |
|---|---|
| Full UK driving licence and access to a suitable vehicle for regular travel between school sites (fuel costs will be reinbursed) | Essential |
| Willingness and ability to travel frequently across the Kent region. | Essential |
| Flexible approach to working hours, including occasional out-of-hours work. | Essential |
| Commitment to ongoing professional development. | Essential |

**HR Support**
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