Beyond

SCHOOLS TRUST

IT TECHNICIAN / SENIOR IT TECHNICIAN

Advert, Job Description and Person Specification

FORT PITT GRAMMAR SCHOOL

THE THOMAS AVELING SCHOOL

THE ROBERT NAPIER SCHOOL

PHOENIX PRIMARY SCHOOL

BALFOUR JUNIOR SCHOOL

IT Technician / Senior IT Technician (1 role)

Salary: Beyond Schools Trust Scale point 6 – 18 (Currently £20,043 - £25419 per annum)
Contract Type: 37 hours per week, all year
Location: Beyond Schools Trust Head Office
Start Date: As soon as possible

The Beyond Schools Trust is a growing Multi-Academy Trust (MAT) based in Medway, which presently consists of three secondary schools, one primary and one junior school. We have approximately 500 employees across the five sites. This is an exciting opportunity to join a forward thinking and developing Multi-Academy Trust. We have a strong belief in the value of lifelong learning, and we set out to develop a Trust that fully prepares children, so they have the skills, knowledge, values and character to be successful in the world beyond our doors. We also believe that our greatest asset as an organization, is our people, and we are privileged to be involved with such courageous, committed and child-centred employees. Everything we do is aimed at providing our staff with the resources and leadership to achieve their best. We believe that a supported and motivated staff create the best environment and opportunities for students to achieve their full potential.

We are looking to recruit one of the following roles within our IT support department: **IT Technician / Senior IT Technician.** For more detailed information about the roles, please view the job descriptions. We are looking to appoint only one position at this time, demonstrable skills and experience will determine which position and salary we offer.

If you have a preference as to which role you would like to be considered for please specify on your application.

Applicants should:

- Have experience of troubleshooting, installing, and maintaining computers and peripherals and undertaking basic repairs of the computers and peripherals
- Have strong communication and customer service skills
- Experience of Microsoft operating systems, and user applications, i.e. MS Office
- Experience of educational software (SIMS) would be an advantage, but not essential, as full training will be provided.
- Have at least 5 GCSE's at grade A*-C / 5+ grade 4-9 or equivalent (which must include Maths and English)

What we offer:

- The opportunity for progression, as the Trust grows
- Benenden Healthcare membership
- 20 days annual leave increasing after 5 years of service
- Local Government Pension Scheme
- CPD Opportunities
- Free carparking

More information about the roles and duties relating to both positions can be found on the Beyond Schools Trust website www.beyondschools.co.uk or contact Mr Mat Bushell at mbushell@beyondschools.co.uk

Application forms can be obtained from the school website. Completed forms should be returned to Mrs Mallion, Executive Assistant to CEO, Beyond Schools Trust, Fort Pitt Grammar School, Fort Pitt Hill, Chatham, Kent ME4 6TJ pmallion@beyondschools.co.uk

Any offer of appointment will be subject to a satisfactory DBS disclosure and suitable references.

Closing date for applications: Monday 16th May (midday)

Beyond Schools Trust reserves the right to bring forward the closing date for applications, therefore you are encouraged to apply early.

Interview date: TBC

The Beyond Schools Trust is an Equal Opportunities Employer – committed to safeguarding and promoting the welfare of all staff and students – any offer of appointment will be subject to satisfactory references and an enhanced DBS check will be required for all successful applicants.

Job Description

JOB TITLE: IT TECHNICIAN

REPORTS TO: **TRUST IT NETWORK MANAGER**

SUPERVISES: **NO SUPERVISORY RESPONSIBILITIES**

SALARY: **BEYOND SCHOOLS TRUST SCALE 6 – 18**
                              (Currently £20,043 per annum - £25,419 per annum)

JOB PURPOSE:

To provide first line technical advice, training and support to the staff and students within the Trust on the use and development of IT systems.

Ensure the maintenance of hardware, and to maintain records of software licensing.

This is a crucial position in the Trust and can influence both the teaching and learning in all subject areas. The post holder is line-managed by the Trust Network Manager.

PRINCIPAL RESPONSIBILITIES/DUTIES

- To undertake first line maintenance to ensure effective operation of ICT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- To establish and maintain user accounts for all staff and students on the network, grant appropriate permissions, access, and security levels according to the school's policy.
- To ensure all staff and students have access to the correct Microsoft Teams, and regularly perform a sync from the schools MIS
- To arrange servicing of equipment.
- To support teachers in the delivery of ICT. Respond to and solve problems relating to software/hardware including internet/intranet access.
- Support the school's web filtering and monitoring solution and raising concerns to appropriate staff for any issues to be dealt with
- To install new ICT equipment as directed (including liaison with suppliers), dispose of obsolete ICT equipment in accordance with financial regulations/school ICT policy.
- To ensure that adequate stocks of consumables are readily available and maintain appropriate records.
- To check virus protection and guard against data or system corruption.
- To undertake the installation and upgrade of software. Maintain a record of installations/upgrades; maintain a library of master copies and record details of licence arrangements.
- To be the first line of response for the schools MIS system (SIMS) and alert the Data Manager when performing updates to the MIS System
- To undertake ICT based staff development (training) as required.
- Be aware of current security threats
- Have a knowledge of GDPR
- Maintain and administer the Trust telephone system and troubleshoot first line issues.
- Troubleshoot first line issues with the school CCTV system and escalate issues to the third part support company as required

The IT Technician will also be expected to:

- Attend evening events where appropriate
- Assist on special occasions such as Taster Day, Open Evening and New Parents' Evening
- Carry out any other duties which the Senior Leaders may reasonably, from time to time, deem suitable and in the interests of the school.

Notes:

a) This job description allocates duties and responsibilities but does not direct the amount of time to be spent on carrying them out and no part of it may be so construed.

b) This job description is not necessarily a comprehensive definition of the post. It will be reviewed periodically and may be subject to modification or amendment at any time after consultation with the holder of the post. Headteachers also reserve the right to ask any member of staff to undertake any additional duties that may be necessary and reasonable to ensure the smooth running of the school.

c) It is anticipated that the postholder will take an interest in the well-being of the whole school and may wish to attend, for example, school concerts.

Generic Duties relevant to all members of staff

The Trust

It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust's visions and aims. All staff should act with professional integrity at all times, following the "Code of Conduct".

As a member of the Trust your role will be based at the Trust central office. However you may be asked to work at any of the other academies within the Trust or partner schools and you should expect to travel between sites as required.

Teaching and Learning

This is our core business and therefore it is an absolute priority. Although this role is not a direct teaching role you are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the core business. This may mean undertaking tasks outside of your area of responsibility where required.

ICT

All staff will be expected to utilise ICT and to improve communication and reduce paper use where possible. Security procedures must be followed when using ICT systems and particular care and attention should be taken with any communications that may result in a breach of GDPR.

All staff are expected to follow (and ensure students follow) the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

Employees are required to work in compliance with the Trust's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.

In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

Beyond Schools Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations put in place. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures as set out by Beyond Schools Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead at the site where you are located.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust and the Finance Director. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

Job Description

JOB TITLE: SENIOR IT TECHNICIAN

REPORTS TO: TRUST IT NETWORK MANAGER

SUPERVISES: NO SUPERVISORY RESPONSIBILITIES

SALARY: BEYOND SCHOOLS TRUST SCALE 6 – 18
                        (Currently £20,043 per annum - £25,419 per annum)

MAIN RESPONSIBILITIES:

- Assist first line technicians to ensure effective operation of ICT equipment. Where repairs cannot be adequately and safely carried out, arrange repairs by nominated and approved contractors.
- To work with the Assistant Network Manager, maintaining working knowledge to effectively deputise in their absence.
- To establish and maintain user accounts for all staff and students on the network, grant appropriate permissions, access, and security levels according to the school's policy.
- To ensure All staff and Students have access to the correct Microsoft Teams, and regularly perform a sync from the schools MIS
- To arrange servicing of equipment.
- To assist the Network Manager in the analysis and review of new software and advice staff on its suitability/relevance/potential for the support of effective teaching and learning.
- To assist the Network Manager in an on-going development of the ICT network within the school, and across the Trust
- To support teachers in the delivery of ICT. Respond to and solve problems relating to software/hardware including internet/intranet access.
- To install new ICT equipment as directed (including liaison with suppliers), dispose of obsolete ICT equipment in accordance with financial regulations/school ICT policy.
- To ensure that adequate stocks of consumables are readily available and maintain appropriate records.
- To check virus protection and guard against data or system corruption.
- To undertake the installation/deployment of software. Maintain a record of installations/upgrades and licences
- To support the Schools MIS system (SIMS) and escalate any issues that cannot be resolved to the external support company
- Create opportunities for other Technicians to shadow the Senior Technician when responding to incidents outside the Junior Technicians scope of knowledge.
- To undertake ICT and Trust wide staff development (training) as required.
- Be aware of current cyber security threats
- Have a knowledge of GDPR
- Maintain and administer the Trust telephone system and troubleshoot first line issues.
- Troubleshoot first line issues with the school CCTV system and escalate issues to the third part support company as required
- Ensure the Trust websites are updated regularly and that they are compliant.

The Senior IT Technician will also be expected to:

- Attend evening events where appropriate
- Assist on special occasions such as Taster Day, Open Evening and New Parents' Evening
- Carry out any other duties which the Senior Leaders may reasonably, from time to time, deem suitable and in the interests of the school.

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Person Specification

IT Technician

Experience	
Experience of Microsoft Windows client Operating Systems	E
Experience of common user applications i.e. MS Office applications	E
Experience of troubleshooting, installing and maintaining peripheral devices	E
Experience of classroom AV equipment, including projectors and interactive screens	D
Experience of school MIS systems e.g SIMS	D
Experience of supporting servers, networks and users	D
Experience of Microsoft Exchange, and Microsoft 365	D
IT experience in an educational environment	D
Experience of Troubleshooting IP Phone Systems	D
Experience of Print Management Systems	D
Experience of Web filtering systems	D
Knowledge Skills and Ability	
Ability to work using own initiative	E
Excellent customer service skills	E
Attention to detail	E
Be able to work effectively as team member.	E
Excellent communication skills	E
Ability to work remotely and travel to other Beyond Schools Trust academies	D
Knowledge of health and safety in an ICT setting	D

Person Specification - IT Technician continued

Qualifications / Training	
GCSE (5+ A*-C / 5+ grade 4-9) or equivalent	E
Full UK Driving license with access to own vehicle	D

Person Specification

Senior IT Technician

Experience	
Experience of Microsoft Windows client Operating Systems	E
Experience of common user applications i.e. MS office applications	E
Experience of school MIS systems e.g SIMS	E
Experience of supporting servers, networks and users	E
Experience of Windows Server and Active Directory	E
Experience of Microsoft 365 management	D
Experience of Virtualisation software (HyperV, Vmware)	D
Experience of Microsoft Exchange, and Microsoft 365	E
Experience of network deployment tools (SCCM, MDT, WDS)	D
Supervisory experience in a professional organisation	D
IT experience in an educational environment	D
Experience of Troubleshooting IP Phone Systems	D
Experience of Print Management Systems	D
Experience of Web filtering systems	D
Experience of web based content creation / CMS platforms eg. Wordpress	D

Knowledge Skills and Ability	
Ability to plan and develop systems	E
Excellent customer service skills	E
Ability to manage records	E
Ability to work using own initiative	E
Attention to detail	E
Ability to work accurately to deadlines and under pressure	E
Excellent communication skills	E
Ability to work remotely and travel to other Beyond Schools Trust academies	E
Knowledge of health and safety in an ICT setting	E
Qualifications / Training	
GCSE (5+ A*-C / 5+ grade 4-9) or equivalent	E
Microsoft Certification	D
Full UK Driving license with access to own vehicle	E