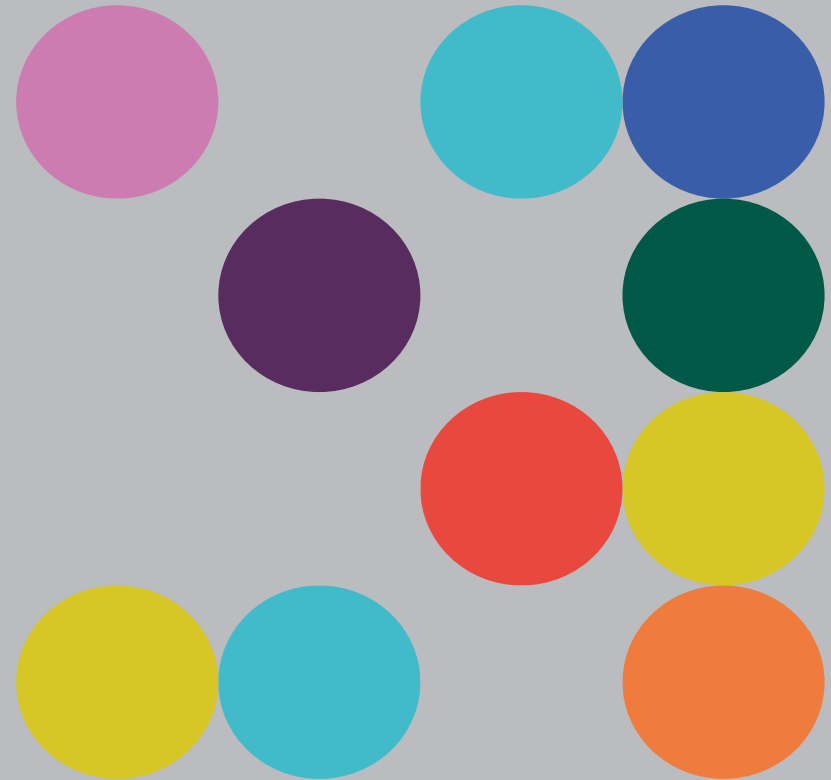


IT SUPPORT TECHNICIAN RECRUITMENT PACK

27 September 2024



Job description



Post title

IT Support Technician



Salary

Grade 7 £13.70 per hour



Hours of work

37.5 hours per week. Full time



Post status

Permanent

We offer

- An 'Outstanding' curriculum and learning experience for our young people.
- Excellent professional learning and support at every stage in your career, with opportunity for continued personal development through our Talent Pathway Career development opportunities including funded NPQ qualifications.
- Funded monthly professional life coaching for Headteachers.
- An enthusiastic and supportive team of staff, parents and governors
- A core belief in staff wellbeing and work life balance for all, evidenced in policy and practice.
- Year-round free access to our fitness suite.
- Benefits including funded counselling, physiotherapy and GP and other medical support.
- Spacious Sixth Form Facilities and excellent outcomes.

Purpose

We are looking for a motivated, customer focused individual who has a passion for IT in education. As an IT Technician in the Marches Academy Trust IT team, you will support the technology used to provide first class teaching and learning across our schools. Our friendly and supportive team are part of the Trust Shared Services directorate, responsible for the full range of ICT duties, user support, security, infrastructure, device management and configuration.

Why this role above others?

As part of the Marches Academy Trust IT Team, we can offer a unique blend of professional growth, impact, and fulfilment. The broad scope of work will expose you to a variety of IT systems and projects, ensuring that your role remains both challenging and interesting. Furthermore, the job security and work-life balance offered by roles in the education sector are beneficial.

Any questions in regard to the role can be raised with Ian Hopwood, ahead of the closing date.

Ian.Hopwood@mmat.co.uk

Responsible to:

Head of IT.

Outline of role:

To be a highly motivated individual and to make sure they work to the highest level they can in supporting the IT across the schools in the Trust. They will make sure that their school(s) has a reliable and solid infrastructure and always providing a high level of service to staff and students.

Main duties:

- To provide support in ensuring the safety, security and integrity of all ICT systems in use across Trust schools.
- Carry out overall maintenance and user support to the information technology infrastructure including, audio visual and reprographics within Academy policy.
- Escalation of Technical Issues to Senior Technicians or the Head of IT on matters unresolvable by the individual or another technician.
- To be able to diagnose issues on specialised systems such as Firewalling, Web and Application Filtering, VLANs, VOIP. QOS
- Expected to contribute to a range of projects.
- Utilization of Azure AD, Microsoft 365 and Windows Server Active Directory to properly manage users, distribution groups, organisational units, security groups.

Teaching and learning

- Adhere to Teaching Standards.
- Maintain behaviour for learning, in accordance with the school's procedures.
- Encourage good practice with regard to punctuality, behaviour, standards of work and homework.
- Contribute to the development of schemes of work, assessments, resources and displays.
- Keep up to date with marking, assessments and data entry.
- Keep an accurate teaching record.

Curriculum development

- Contribute to the team responsibility for a subject or aspect of the school's work and develop plans which identify clear targets and success criteria for its development and/or preservation.
- Contribute to whole school's development activities.

Standards and quality assurance

- Uphold department, school and Trust procedures, policies and plans.
- Represent the department in cross-curricular working parties.
- Attend Department, Year Team meetings and events to fully support the department, the school and the Multi-Academy Trust.
- Attend relevant CPD and meetings within the Trust and with outside agencies.

Developing self and leading others:

- Take responsibility for own professional development including maintaining an up-to-date knowledge of developments and related legislation including engaging fully in performance management of self and other staff (if applicable)
- Contribute to effective staff induction and professional development
- Manage own workload, providing support where necessary and delegating where appropriate to ensure that professional duties are fulfilled, as identified

Community responsibilities:

- Effective dialogue with parents in accordance with school policies.
- Attend and support community events as required.

In addition to the above all Marches Academy Trust staff are required to:






- Adhere to policies and procedures, including Equality and Diversity and Health and Safety.
- Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons.
- Undertake appropriate training and development as required.
- Participate in the Performance Review Cycle.
- Demonstrate excellent Customer Care in dealing with all customers.
- Ensure positive effective working relationships with the school teams, stakeholders and partners.







Objectives and outcomes:

- To be agreed with the successful post-holder once appointed.
- The duties may be varied to meet the changing demands of the school at the reasonable discretion of the Headteacher.
- The post holder may have opportunities to work in other schools within The Marches Academy Trust.

Person specification

	 Essential	 Desirable
 Qualifications and training	<ul style="list-style-type: none"> • 5 GCSE's Grade A-C (to include English and Maths) or equivalent • NVQ Level 3 in ICT or equivalent, or relevant demonstrable experience 	<ul style="list-style-type: none"> • NVQ Level 3 in Customer Service • NVQ Level 3 Business and Administration
 Experience	<ul style="list-style-type: none"> • Demonstrable experience how to diagnose computer issues • Knowledge of information analysis, and computer hardware/software systems • Practical experience with computer networks, network administration, and network installation • Excellent analytical and problem-solving abilities • Experience of working in a demanding office environment. • An appreciation of service provision including customer focus and quality. • Understanding of Data Protection, GDPR and Freedom of Information Acts 	<ul style="list-style-type: none"> • Experience of working in a School / Education setting • A skilled negotiator able to deploy tact and diplomacy to issues with the team and school staff • Experience of working with 3rd parties
 Knowledge	<ul style="list-style-type: none"> • Has worked with Active Directory • Has used Microsoft 365 Platform • Understands filtering policies and firewalls • Understand basic network switch configurations 	<ul style="list-style-type: none"> • Server 2019/2022 knowledge • Windows OS deployment

Person specification

	 Essential	 Desirable
 Skills	<ul style="list-style-type: none"> • Wide knowledge of Microsoft Windows desktop operating system, network administration, peripheral support, Microsoft 365. • Understanding of cyber security concepts and issues • Can present a professional view of the service 	<ul style="list-style-type: none"> • Knowledge of infrastructure hardware and architecture, cloud-based software available to education. • 1st line support and telephone / remote support
 Personal qualities	<ul style="list-style-type: none"> • Able to work under pressure to deadlines • Good interpersonal skills and able to communicate effectively • Ability to take self-ownership of situation • Decision-making skills • Customer focussed • Able to prioritise workloads and demands • Good organisational skills and attention to detail 	

safeguarding and promoting the welfare of children including:

- Motivation to work with children and young people
- Ability to form and maintain appropriate relationships and personal boundaries with children and young people
- Emotional resilience in working with challenging behaviour
- Attitudes to use of authority and maintaining discipline

Welcome from the CEO

This is a high achieving Trust that is imaginative and creative in its approach to teaching and learning and is keen to look for continued sustained improvement.

Our vision 'Achievement through Caring' is central to all that we do at The Marches Academy Trust. Our schools are, innovative and striving to ensure that young people make the very most of their learning adventure and are equipped with the skills required to prosper in the modern world.

We are immensely proud of the Alliance of Leading Learning who provide a wide range of professional development opportunities across our Trust, nationally and internationally.



Sarah Finch

CEO

The Marches Academy Trust

Our family of schools currently includes:

- The Marches School and Sixth Form in Oswestry
- Sir John Talbot's School and Sixth Form in Whitchurch
- Tilstock CE Primary School and Nursery in Whitchurch
- The Grove School and Sixth Form in Market Drayton
- Lower Heath CE Primary School and Nursery in Lower Heath
- Shrewsbury Academy in Shrewsbury
- Longlands Primary School and Nursery in Market Drayton
- Grange Primary School and Nursery in Shrewsbury
- Oakmeadow CE Primary School and Nursery in Shrewsbury
- Woodlands School in Wem
- Idsall School and Sixth Form in Shifnal

Meet our Chair of Trustees



Alex Fry

Chair of Trustees

Thank you for your interest in this role.

The Trust is looking to appoint an individual to build on our Trust's current strengths and achievements.

As a thriving Trust serving over 6,000 students and their families in Shropshire, this a pivotal role in driving continuous improvement across our schools and will contribute to our vision of 'achievement through caring'.

Collaborative working with other schools in our Trust offers many benefits for students and staff; sharing best practice in teaching and learning, curriculum collaboration, extracurricular opportunities, staff development, finance and human resources, legal services, school improvement structures and governance arrangements.

We hope that the opportunity to shape the work of our schools and their staff to harness their professional expertise, with the goal of securing excellent outcomes, is one you would relish.

The prospect of this role goes beyond the immediate job description. The successful candidate will influence and help shape the strategy of the Trust,

have the opportunity to support our ITT provision, support leadership development and career paths as well as drive efficiencies across our schools.

For the right individual, this is an exceptional opportunity. The right candidate will have no better chance of working with wonderful students, super staff and shaping our Trust into the future.

Who we are



Welcome to the Marches Academy Trust!

We are a multi-academy sponsor based in Shropshire, currently comprising five secondary schools, five primary schools and one special school.

Across our Trust we have a wealth of experience to inspire and motivate children, young people and staff to be the very best they can.

Achievement Through Caring drives our Trust, and our values are shared throughout our family of schools; we work together on embedding them in everything we do.

Our Trust prides itself on delivering high quality education and connecting with our children and young people to inspire and enthuse them to learn, achieve and to be happy.

Interested? Here's how to apply:

Complete the online form <https://themarchesacademytrust.face-ed.co.uk/vacancies>

The closing date for applications is:

Friday, 18th October 2024

Interviews will be held:

To be confirmed.

The Trust is committed to safeguarding and promoting the welfare of the children in our care and expect all staff to share this commitment.

A core belief in
staff wellbeing
and work life
balance evidenced
in policy and
practice

Our Trust Vision Statement and Values



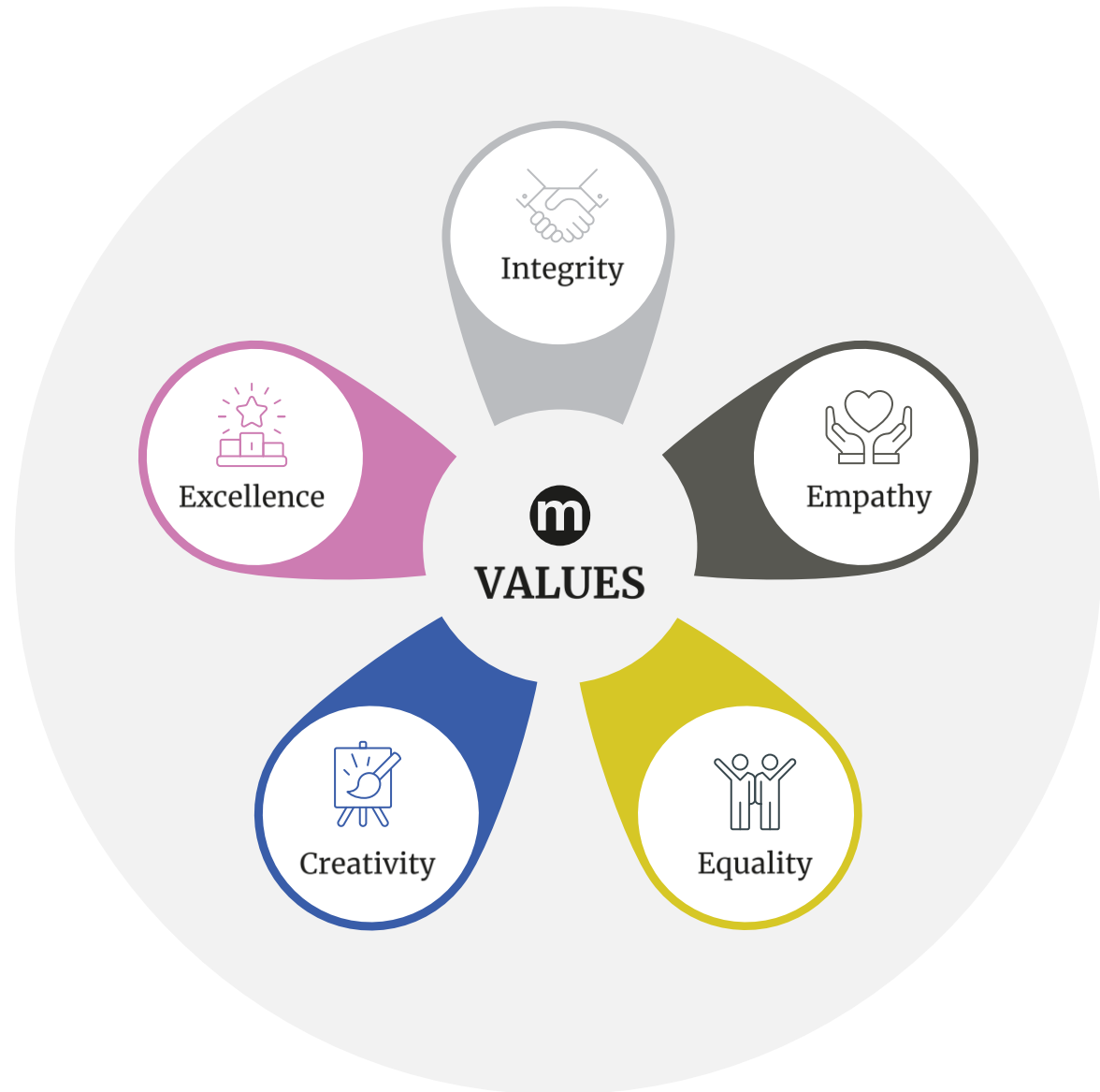
Our Vision

Achievement through caring



Mission Statement

As a Trust, it's our mission to empower everyone in our Trust and our communities to live and breathe our values and Achievement Through Caring, to reach their full potential.



Our investment in you

Talent Spotting our Future Leaders

Our Talent Pathway supports the professional development of staff within the trust. We identify leadership talent and leadership needs for future succession planning – ensuring relevant and practical leadership development opportunities for staff.

Our talent management programme and our Career Development Pathways provide a framework for the discussion of your leadership journey and the professional learning you can access along the way.

Talent Contract

The Talent contract is a promise; a covenant between yourself and the trust that the Trust will do its' very best to support and develop you professionally. The Contract describes a variety of Professional development opportunities and encourages you to identify and pursue your training needs.

We believe successful creative lifelong learners participate in a journey of self discovery. They know how to learn, acquire skills and feel safe to take risks with confidence and courage.



Our investment in you

We really care about employee wellbeing and our commitment is set out in our Wellbeing Policy and Charter. This commitment is underpinned by our four pillars of wellbeing;

Emotional

Some examples include a robust induction programme, Trust newsletter, professional performance reviews (appraisal) and line manager check-in meeting. We have clear policies and procedures relating to all aspects of your employment and we carry out an annual well-being survey to gauge the health of our staff.

Physical

We are blessed that our schools are located in beautiful Shropshire market towns and /or rural locations. We can offer discounted local gyms and onsite facilities in our secondary schools.

Financial

We offer membership to two great pension schemes; Local government pension scheme and Teachers' pension scheme. Our terms and conditions are aligned to Burgundy Book & School Teachers Pay & Conditions Document (teachers) and NJC Green Book (associate staff). We also recognise continuous service for sickness, maternity and annual leave entitlements for those transferring under the Redundancy payments (local government) Modification Order (RPMO).

Social

Encouragement of great working relationships and sense of belonging through team building events, PD days, end of term events and Trust Awards evening.

Generous
non-contact
time for
staff

Wellbeing Offer

We are delighted that our wellbeing offer includes access to a free confidential medical and wellbeing service with School's Advisory Service (SAS) for all staff. Services available include counselling, bereavement counselling, physiotherapy, menopause support and stress awareness sessions. We encourage staff to utilize SAS in seeking out preventative and early intervention by making support easily accessible for all!





We are a school led inclusive partnership representing all phases and school contexts nationally and internationally. Our core team at The Marches Academy Trust have trained over 400 ITT and over 150 School Direct students; we have also led the professional learning of over 5,000 educational leaders and governors.

We deliver the DfE National Professional Qualifications, and we actively encourage our staff to complete an NPQ programme at their earliest opportunity.

We also talent spot, from within our Trust team, colleagues who want to share their expertise and enhance their experiences by becoming an Improvement Consultant.

Supporting schools, departments and individuals across the Trust and also external schools.

Embracing all our work is the unique Professional Learning Conference we host each year which continues to inspire school colleagues nationally.

In joining The Marches Academy Trust you have direct access to an outward facing large group of outstanding schools across the West Midlands and beyond.

Quite simply we want to ensure the right expertise exists to enhance a self-improving system and impact learners, leaders and schools to drive continuous improvement.

You will be part of this success story as a member of our team; and on starting your new post you will also be starting your learning journey - with all the benefits of being part of a large and successful Trust with exemplary partnerships nationally and internationally.



We hold true to delivering current, inspirational training that has real impact back in the workplace. Most importantly our participants confirm in countless testimonials that we invest in their leadership journey.

Cavelle Priestley-Bird, Executive Director
of People and Development)

Bits you need to know

The Marches Academy Trust values each person equally. We are committed to building a diverse team and embedding a welcoming, inclusive culture that encourages diversity and authenticity. We believe this will encourage creative ways of thinking – ensuring we collaborate more effectively and achieve better outcomes. We welcome applicants from all qualified candidates who share this commitment.

Everyone within our Academy Trust shares the objective to help keep children and young people safe by contributing to:

Providing a safe environment for children and young people to learn in an education setting and identifying those who are suffering or likely to suffer significant harm, taking appropriate action with the aim of ensuring they are kept safe both at home and within the education setting and we expect all staff to share this commitment. Shortlisted applicants will be asked to declare any criminal convictions and will be subject to online checks. The successful applicant will be subject to an enhanced DBS check.

“This post is exempt from the Rehabilitation of Offenders Act 1974 and as such all applicants who are appointed to this post will be subject to an Enhanced Disclosure from the Criminal Records Bureau before the appointment is confirmed. This check will include details of cautions, reprimands or warnings, as well as convictions and non-conviction information. Once provisionally appointed, the successful applicant may also be required to apply for an Enhanced Disclosure at predetermined intervals during the course of their employment whilst in this post.”



Meet the team



Ian Hopwood

Director of IT

I have worked with the Trust since 2014 helping to support the IT technicians across The Marches School and Sir John Talbot's School in the early years of the Trust. With the continued growth in the Trust taking on more schools I have helped shape the network. In 2020 I became the Head of Infrastructure for the Trust and has since become Director of IT. I have worked in computer industry for 17+ years in multiple roles working with different environments. My role is to oversee IT in the Trust and make sure we're compliant with licencing, making sure the schools have a constant uptime and that teachers can utilise technology.



Mike Foden

Head of IT

My professional journey spans over 25 years in the IT industry. After many roles of employment In 2013, I assumed the position of IT Manager at Woodlands School. As the school became part of The Marches Academy Trust in 2021, my responsibilities expanded to managing primary school IT across the Trust and providing external Outreach services. As the Head of IT I work closely with the Director of IT, In shaping our technological landscape, fostering growth and innovation. Managing the team to make sure that the schools in the Trust use technology to its fullest advantage.



Daniel Alford

Senior Support IT Technician

I began working for the Marches in 2014 as a 1st line technician. As the trust has expanded, my role within the IT team has also grown. I now oversee all secondary schools and manage the cybersecurity of the trust. I have worked in various IT roles over the years, from physical repairs to support positions. This diverse experience has been invaluable in resolving the many issues that have arisen during my time at the Marches.

Meet the team



James Ritch

Primary Support

I joined Woodlands School in 2014 as an ICT Apprentice. Initially, my role involved assisting Mike in setting up the new ICT Outreach. After completing my apprenticeship and becoming Microsoft Certified, I transitioned to a fully qualified technician. Since then, the ICT Outreach has grown and expanded. In 2021, Woodlands School became part of the Marches Academy Trust, and I joined the current ICT Team. My responsibilities include overseeing ICT in the Primary Schools within the Trust and leading the ICT Outreach across 25 different sites. Working with various schools has given me a solid understanding of different network setups and a customer-focused approach to IT.



Hayden Parker

IT Support Technician

I have worked with the trust on and off since 2015. I started as an apprentice with ICTN, who the trust had a support contract with before joining the trust full time. I am the main IT support technician at Sir John Talbots, included in my role is the support of Tilstock and Lower Heath which are local to SJT and part of the Marches Academy Trust. I use my technical expertise to make sure the Trusts IT vision is met and adopted by these schools. The role I play in the team is maintaining hardware and software across the trust and ensuring the usability of IT for Staff and Students.



Daniel Lloyd-Williams

IT Support Technician

I have worked at the Marches for 9 years. I am one of the first line IT Technician's working for the Academy Trust. Working for the trust was my first technical roll since graduating from Uni in 2015. I am primarily based at the Marches but have visited and worked at many of the other schools in the trust. At the Marches school, I am responsible for solving technical issues, maintaining the hardware and software onsite and assisting with the day-to-day queries posed by the staff and students.




Isaac Morrison


IT Support Technician


I have worked for the trust since 2022, based at The Grove School. Having attended both The Grove School and Grove Sixth Form as a student I felt the opportunity to come back with the skills I had learnt was perfect. I started out as an apprentice with my last employer and moved onto becoming one of the onsite team. I was mainly going to businesses by myself, and due to this I have gained experience with thinking on my feet, working in different environments and completing tasks to a variety of specifications. Since joining the trust I have been the first port of call for Grove's IT issues, which range from simple passwords resets to internet outages.

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