



ANGLIAN LEARNING

Trust ICT Technician

Candidate Information Pack



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Welcome from the Chief Executive Officer

Thank you for your interest in the position of Trust HR Business Partner at Anglian Learning.

We are an ambitious, outward looking multi-academy trust consisting of six secondary schools and eight primary schools. We are also planning for the opening of a new primary school, north of Cambridge airport in September 2022. We are passionate in our belief that all young people deserve to have access to an outstanding education; we are determined that this will be the case for all those in our communities.

Anglian Learning has been founded on strong collaborative and trusting relationships, where everybody is committed to sharing their successes, but equally open to new ideas and alternative perspectives. We are firmly committed to maintain the individual ethos of each school, whilst sharing the same core Trust values and goals.

To arrange an informal conversation about the role please contact Richard Mayer, Director of IT, on rmayer@anglianlearning.org.

I hope that you find the following information useful. If you wish to apply for the role, please do so by completing the Anglian Learning Support Staff application form and send with a brief letter of application, outlining how your skills and experience will enable you to be successful in this role. Please send your application to Karen Beckett, Primary Hub and Trust HR Manager at hr@anglianlearning.org.

We look forward to receiving your application.

Yours sincerely



Jonathan Culpin
Chief Executive Officer



Anglian Learning, a unique multi academy trust

All members of our Trust share the firm belief that successful learning communities are underpinned by ambitious vision, trust and strong inspirational leadership at all levels of the organisation. Through membership of Anglian Learning, these values are reinforced by working with like-minded schools, leaders and teachers, to make a difference to the lives of our children and young people. We believe that we have a shared responsibility, through support and challenge, to ensure that all our academies can offer an outstanding education to all pupils. We are committed to the best financial planning and clearest governance structure with a rigorous system of checks and balances to ensure our future development and growth.

Anglian Learning is an innovative, ground-breaking partnership, formed by the voluntary merger of three highly successful secondary school academy trusts in Cambridgeshire; we recognised that uniting together as successful schools in one multi academy trust provided significantly enhanced capacity for mutual support and challenge. The founding members of Anglian Learning are Bassingbourn Village College, Bottisham Village College, Sawston Village College and The Netherhall School and The Oakes College Cambridge. We were joined in March 2018 by three primary schools, Bottisham, Fen Ditton and Stapleford. A further secondary school, Joyce Frankland Academy, Newport, North Essex joined us in January 2020. Four more primary schools, Howard, Linton Heights, Meadow and Pines followed this along with another secondary school, Linton Village College joining us in April 2020. Icknield Primary School joined us in April 2021 and our new primary school, Marleigh Primary Academy is due to open in September 2022.

We are committed to providing outstanding academies which are a source of pride for the communities that they serve.

We aim to achieve this by raising the educational attainment of all our young people and using the collective energy and cross-school educational fertilisation within the Trust to improve life chances by:

- Developing a dynamic and inspirational culture for teaching and learning excellence.
- Providing pupils with stimulating and valuable enrichment opportunities across the curriculum.
- Building a curriculum and assessment structure that will enable teachers, pupils and parents to celebrate success and respond swiftly to challenge.
- Encouraging innovation and risk-taking through a focus on research and best practice locally, nationally and internationally.
- Promoting, enabling and supporting leadership at all levels to flourish in individual schools and across the Trust.
- Providing high quality professional learning opportunities for staff at all levels in the Trust

We have a growing central team supporting all schools across the Trust. The Executive Leadership Team comprises the Chief Executive Officer, Directors of Primary and Secondary Education, Assistant Directors with responsibility for SEND and professional learning and the Chief Operating Officer. The wider central operations team includes governance, marketing, HR, estates, ICT and finance staff.

ICT Technician

Salary: (Cambridgeshire APT&C Scale 5 - £22571 - £24920)

Competitive salary-related pension and a staff benefits scheme

Working pattern: full time

Do you have a passion for technology and a desire to help and support those using it? Come and join the Anglian Learning Technical Services Team!

Anglian Learning are seeking to appoint two IT Technicians, one to be based at Joyce Frankland Academy (Newport, Saffron Walden) and the other at Bassingbourn Village College, near Royston. The roles will require occasional travel across Trust sites in Cambridgeshire, West Suffolk and Uttlesford.

In addition to the highly competitive pension scheme, staff benefits also include membership to our Anglian Leisure sports centres (including swimming pools and gyms), a generous Employee Assistance Programme, a Cycle to Work scheme and vouchers for eye tests and flu vaccinations.

The Vacancy

Working as part of a cluster within the wider Technical Services Team, this role provides 1st and some 2nd line IT support to a group of academies within the Trust. Reporting to the cluster's Trust IT Manager, the successful candidate will have access to a wide range of knowledge and support within this structure but should be able to work independently for periods of time. The role requires a calm and professional approach to customer service, using the established helpdesk system to triage and manage support queries. Ownership must be taken of tasks to ensure they are followed up, completed and communication maintained with the end user throughout. A wide variety of IT disciplines are covered by the team, from local and remote user issues, networking, telephony, access control and cloud services. This is an investigative and customer facing role, which requires good communication skills, problem solving techniques and a proactive attitude to and interest in the work.

This is a really exciting time to join the Anglian Learning Technical Services Team as this centralised service develops and strives to deliver an excellent experience of technology to its school communities.

Application

For further information please download the IT Technician pack from our website <https://anglianlearning.org/join-anglian-learning/vacancies/>

To apply for the role please complete the Support Staff application form and send together with a letter of application of no more than 2 sides of A4, outlining how your skills and experience will enable you to be successful in this role to hr@anglianlearning.org.

Closing date for applications: 12 noon, Thursday 22 September 2022

Proposed interview date: w/c Monday 26 September 2022

To arrange an informal conversation about the role please contact Richard Mayer, Director of IT, on rmayer@anglianlearning.org.

No agency or CV applications will be accepted.

Requests for flexibility in working arrangements/patterns will be considered.

Anglian Learning is committed to safeguarding and promoting the welfare of young people and vulnerable adults. We expect all staff to share this commitment and staff in regulated activity will be subject to an Enhanced DBS Check and a barred list check. Certificates of Good Conduct and other checks may be requested if applicable.

This post is exempt from the Rehabilitation of Offenders Act. Our policies for Ex-Offenders, GDPR and Recruitment can be found on our website: www.anglianlearning.org

We value diversity and welcome applications from all, including those with protected characteristics under the Equality Act. Flexible working will be considered.

Job Description Trust ICT Technician

Anglian Learning is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks.

Salary	Cambridgeshire APT&C Scale 5 (£22,571 - £24,920)
Hours	Full time (37 hours/52 weeks). At times there will be a need to work a flexible pattern to meet the demands of the role.
Pension	LGPS is a salary-related, defined benefit scheme and is not affected by stock market changes or performance of investments
Holidays	Starts at 23 days plus Bank Holidays, more for those with local government continuous service.
Disclosure Level	Enhanced DBS
Location	Two posts one will be based at Bassingbourn Village College and one based at Joyce Frankland Academy, but will be expected to work across the Trust and to travel between sites.
Responsible to	Trust IT Manager
Job Purpose	<ul style="list-style-type: none"> • To provide support to all users of the computer network • To contribute to the day-to-day maintenance of the client side ICT infrastructure

MAIN RESPONSIBILITIES:

1. To provide first line support to users, diagnosing and resolving problems, escalating where necessary.
2. To monitor the Trust's Helpdesk system and prioritise tickets, ensuring high quality advice is provided to end users in a timely manner.
3. To assist in the maintenance of the client side infrastructure, such as laptops, tablets, desktops, interactive whiteboards and projectors, including any 1:1 schemes, where such an approach is pursued.
4. To assist in the setup of ad hoc audio/visual equipment, as needed, such as for interviews, presentations or theatrical productions.
5. To provide in-class support to students and staff, as well as the use of IT during exams, as needed.

6. To contribute to hardware and software installations and upgrades, including the imaging of laptops and desktops.
7. To assist with the maintenance of the central systems, which include but are not limited to file, domain, print, email, threat protection, classroom A/V, backup, wireless, intranet, CCTV, MDM, access control, service monitoring, signage, database, student monitoring, remote desktop, cashless catering, patch management and application deployment.
8. To contribute to the maintenance of school websites and Sharepoint intranets, as required.
9. To assist in the maintenance of the central ICT Asset Register and contribute to its general upkeep.
10. To be aware of licensing, copyright, security and data protection regulations and supporting policies accordingly.
11. To conduct one-to-one training with staff and students in aspects of ICT usage, as needed.
12. To ensure that the requisite Health and Safety regulations, Cyber Security best practices and other Trust policies are complied with.
13. To remain mindful of systems security at all times and raise any concerns through line management.
14. To participate as a full member of the Technical Services Team, mutually supporting colleagues across the Trust, which may involve occasional travel to other sites and being proactive in discussing developments that could enhance the service offering.
15. To undertake any other duties consistent with the post as directed by the Director of IT.

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**Person Specification
Trust ICT Technician**

	Essential	Desirable
Education	<ul style="list-style-type: none"> • Educated to GCSE level with a good standard of general education • GCSE grade C+/4+ in English and Maths 	<ul style="list-style-type: none"> • Level 3 qualification in a related subject • CompTIA A+ Certification
Experience and Knowledge	<ul style="list-style-type: none"> • Proficiency in the use of Microsoft Windows 10 • Working knowledge of common user applications, including Microsoft Office applications • Knowledge of ICT hardware and software • Previous experience of working in a technical support role • A working knowledge of networking • Working in a technical support role 	<ul style="list-style-type: none"> • Working in a school or college context • Windows Deployment Services • Working with Office 365 • Working with Google G-Suite • Working with Windows Server 2016/2019 • Working with Mac OS and iOS • An aptitude for web-based programming and development, ideally using PHP, MySQL, HTML5 and JQuery • Access Control and CCTV systems management
Professional Qualities	<ul style="list-style-type: none"> • Organisational skills in relation to systems, users and equipment • Accurate and methodical record keeping • Ability to work independently and collaboratively with colleagues • Good communication skills, including the ability to patiently support and advise non-expert colleagues • Ability and willingness to learn new skills • Flexibility in relation to tasks carried out within broad remit 	

	<ul style="list-style-type: none"> ● Ability to reliably maintain confidentiality ● An interest in education ● Commitment to the ongoing development of ICT provision in schools ● To be able to lead and take responsibility for projects ● Willingness to work within established frameworks ● Ability to train, teach and demonstrate skills to colleagues 	
Personal Qualities	<ul style="list-style-type: none"> ● A commitment to safeguarding the welfare of children ● Ability to prioritise and manage time effectively ● Problem-solving skills and initiative ● Energy and enthusiasm ● Pleasant, polite and friendly ● Confident ● Adaptable ● Resilient and demonstrable ability to work well under pressure ● Excellent attendance and punctuality ● A liking and respect for young people ● Commitment to personal and professional development ● Appropriate professional relationship with colleagues and children ● Organised and efficient ● Empathetic 	

Anglian Learning is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.