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Trust ICT Technician

Anglian Learning Central Team

**Candidate Information Pack**

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**Welcome from the Chief Executive Officer**

Thank you for your interest in the position of Trust ICT Technician at Anglian Learning based at Joyce Frankland Academy, Newport.

We are an ambitious, outward looking school trust consisting of six secondary schools and nine primary schools, the latest to join our community being the new Marleigh Primary Academy which opened in September 2022. While each of our academies retains very clearly their own identity and ethos, we are collectively passionate in our belief that all young people deserve to have access to an outstanding education, and which crucially enables them to thrive in the local, national, and global communities in which they live.

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 also firmly believe that our most important resource is our people, and if you apply and are successful in your application, we promise to develop and support you in your career, as well as providing a caring, friendly environment in which to work.

For an informal discussion regarding this role, please contact Richard Mayer, Director of IT at Anglian Learning on [rmayer@anglianlearning.org](mailto:rmayer@anglianlearning.org)

I hope that you find the following information useful. If you wish to visit our school or make an application for this vacancy, please see contact information within.

We look forward to hearing from you.

Letter

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Jonathan Culpin

Chief Executive Officer



**Anglian Learning**

Our mission is to build an innovative partnership of academies that excites, inspires, and empowers our people – pupils, staff, and the community in which we work - to be the very best they can be, to have the confidence to think creatively, and embrace new challenges. Through this we will seek to support and inspire our young people to be dynamic learners who will live, grow, and thrive in the local, national, and global community in which they live and will work.

Currently, the Trust educates more than 8000 pupils and employs 1000 members of staff in 15 schools across three counties, with a 16th school due to open in September 2024. Several of our schools provide adult education opportunities, reflecting our commitment to lifelong learning and we also operate our own sport centres, under the banner of Anglian Leisure. We are recent winners of the NGA Outstanding Governance Award; have a unique partnership with Arts Council England, reflecting our commitment to arts education; and are one of the eight National Creativity Collaborative pilot hubs. We are strategic partners in the local teaching school hub, working closely to provide with other trusts to provide professional qualifications in addition to own very extensive professional learning programmes.

We provide school improvement support to our schools, alongside finance, human resources, ICT, and estates support. Many of our leaders, teachers, and professional services staff are involved in networks across the Trust to share best practice and build skills and knowledge, with some taking on cross-trust leadership positions.

Our most recent staff survey indicated that a high proportion of staff:

* Feel as though they belong within Anglian Learning
* Agree that they are provided with relevant opportunities for professional development
* Feel that there is a positive culture of psychological safety within their school
* Have high levels of job satisfaction and happiness at work
* Would recommend our organisation as a great place to work

Almost all staff who responded to the survey feel part a team within their school and can rely on colleagues for support when needed.

We look forward to receiving applications from all who wish to be a part of Anglian Learning.

**This is the Anglian Learning community. It is an exciting time to join our growing Trust.**

Timeline

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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

**Trust ICT Technician**

**Hours:** 37 hours per week

**Working Pattern:** Monday – Friday

**Salary:** Scale 5, Point 12 – 17 (£24,496 - £26,845)

**Contract Type: Full time**

**Location: Joyce Frankland Academy, Newport**

Anglian Learning is a high-performing multi-academy trust responsible for 15 schools in West Suffolk, Cambridgeshire, and Essex, educating over 8,000 pupils and employing more than 1000 staff.

Our vision is for dynamic, empowered learners who thrive and lead in their communities: locally, nationally, and globally. Our schools are at the heart of their communities and as well as providing a broad, rich, and vibrant curriculum to pupils they also provide sporting, community education and other facilities and opportunities to their local community.

**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. This role will be 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 an 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.

**Employee Benefits**

Anglian Learning offers the following benefits to staff.

* Career Average Revalued Earnings Pension Scheme (CARE)
* Free membership to all Anglian Learning’s Sports Centres
* 20% Discount on Adult Education Classes
* Employee Assistance Programme
* Cycle To Work Salary Sacrifice Scheme
* Discounted Eye Care Vouchers
* Annual Flu Jab Vouchers

**Application**

If you would like to arrange a visit to either school please contact the Central HR Office, [hr@anglianlearning.org](mailto:hr@anglianlearning.org)

To apply for the vacancy please complete the Anglian Learning 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.

The application form can be downloaded from our website: <https://anglianlearning.org/join-anglian-learning/vacancies/> . Please note that CVs will not be accepted.

Please send completed application forms to [hr@anglianlearning.org](mailto:hr@anglianlearning.org)

**Closing Date:** 13/02/2023 at 12pm

**Interview date**: To be confirmed

**Start date:** As soon as possible

*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 those in regulated activity will be subject to an Enhanced DBS Check and online checks. Certificate of Good Conduct and other applicable checks may be requested.*

*This post is exempt from the Rehabilitation of Offenders Act. Our policies for Ex-Offenders, GDPR, Safeguarding 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.*

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**Trust ICT Technician – Job Description**

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| --- | --- |
| **Salary** | Scale 5, Point 12 – 17 (£24,496 - £26,845) |
| **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. |
| **Annual Leave** | Starts at 23 days plus Bank Holidays, increasing for length of service *(inc local government continuous service.)* This will increase to 24 days from 01 April 2023. |
| **Disclosure Level** | Enhanced DBS |
| **Location** | The post holder will be based at Joyce Frankland Academy, Newport but will be expected to work across the Trust and to travel between sites. |
| **Responsible to** | The Trust IT Manager whose cluster covers Joyce Frankland Academy, Newport, Linton Village College and Linton Heights Junior School. |
| **Job Purpose** | To provide support to all users of the computer network  To contribute to the day-to-day maintenance of the client-side ICT infrastructure. |

**Across Trust Support**

Main Responsibilities:

* To provide first line support to users, diagnosing and resolving problems, escalating where necessary.
* To monitor the Trust’s Helpdesk system and prioritise tickets, ensuring high quality advice is provided to end users in a timely manner.
* 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.
* To assist in the setup of ad hoc audio/visual equipment, as needed, such as for interviews, presentations, or theatrical productions.
* To provide in-class support to students and staff, as well as the use of IT during exams, as needed.
* To contribute to hardware and software installations and upgrades, including the imaging of laptops and desktops.
* 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.
* To contribute to the maintenance of school websites and SharePoint intranets, as required.
* To assist in the maintenance of the central ICT Asset Register and contribute to its general upkeep.
* To be aware of licensing, copyright, security and data protection regulations and supporting policies accordingly.
* To conduct one-to-one training with staff and students in aspects of ICT usage, as needed.
* To ensure that the requisite Health and Safety regulations, Cyber Security best practices and other Trust policies are complied with.
* To always remain mindful of systems security and raise any concerns through line management.
* 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.
* To undertake any other duties consistent with the post as directed by the Director of IT.

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**Trust ICT Technician - Person Specification**

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| **Education** | Educated to GCSE level with a good standard of general education  GCSE grade C+/4+ in English and Maths  Level 3 qualification in a related subject  CompTIA A+ Certification | Essential  Desirable |
| **Experience and knowledge** | 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  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 | Essential      Desirable |
| **Personal Attributes** | 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  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 | Essential |
| **Personal Qualities** | 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 | Essential |