



***The Collegiate Trust is looking to appoint an IT Technician to work primarily in Crawley with some travel to Purley & Sanderstead***

***Required Immediately***

***£25,000 - £27,341***

*Starting salary negotiable based on experience.*

The Collegiate Trust is committed to safeguarding and promoting the welfare of children and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. An appointment will be dependent upon further health, medical and attendance checks.

Full details and an online application form are available for both the roles on the Collegiate Trust Website. Please click on the Vacancies link. Applications should be submitted as soon as possible.

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## Information for Applicants

IT Technician required to work primarily in Crawley with some travel to Purley / Sanderstead.

<b>Required</b>	Immediately
<b>Salary</b>	S25-S28 (£25,000 – 27,341) Full time <i>Starting salary negotiable based on experience</i>
<b>Location</b>	Crawley and Purley / Sanderstead

## Job Description

**Purpose of the Post** To provide outstanding technical support and system management in multiple Trust Academies.  
To support and maintain Windows and Mac systems, Active Directory & Office 365.  
To assist in the routine maintenance and upgrade of IT systems and procedures.  
To contribute to the overall delivery of IT software and systems.

### Principal Accountabilities

- Under the line-management of the Director of IT (DoIT), work with other IT Team members to ensure the Trust's IT systems support exceptional learning and the work of key leaders.
- Provide high quality re-active and pro-active IT support to staff & students.
- Provide technical support for and at other Academies in the Trust, particularly primary schools.
- Inform the DoIT and IT Managers if significant or system wide actions are required to solve incidents and to prevent re-occurrence.
- Proactively and routinely monitor servers and system logs and use the records to ensure issues are resolved promptly.
- Carry out routine network maintenance tasks and checks.
- Ensure IT equipment and resources are available to staff and students when required.
- Ensure tasks are logged on the IT Helpdesk and are processed in an effective, efficient and timely manner.
- Assist in the provision of necessary training opportunities for teaching and support staff to carry out their duties effectively.
- Contribute to the training of new staff ensuring that they receive appropriate induction training and support.
- To support staff and students with account creation, password resets, printing, appropriate access rights and Wi-Fi access.
- Offer support to other staff and subjects, (both formally and informally) relating to the integration and assessment of ICT within their lessons and schemes of work.
- Support staff with the use of virtual learning environments, homework sites, parental engagement systems and website content.
- Ensure system integrity and appropriate user access levels are maintained at all times, including routine web-filtering maintenance.
- To perform routine maintenance tasks on IT equipment to include computers, printers, peripherals, projectors (including cleaning and lamp replacement), telephones and interactive whiteboards.
- To assist in the installation of new IT equipment and disposal of redundant items.
- Assist in the installation, deployment and management of software.
- Diagnose common IT equipment faults and rectify or arrange remedial actions.
- Maintain mobile devices ensuring they are accounted for, available, charged and up to date at all times.
- To update and maintain the asset register for IT equipment.
- Carry out and assist in routine system maintenance and tasks including backups and updates.
- Adopt a flexible approach to working in multiple Academy schools and managing time effectively.
- Liaise with IT contractors, hardware and software suppliers as directed by the DoIT.
- Support in the development of the IT Strategy & Development Plan.
- Be a source of knowledge and advice on the compatibility of new resources with existing systems, and on existing hardware with new operating systems.
- Install, update and maintain the Trust's anti-virus, firewall and anti-spyware software.
- Ensure IT systems adhere to the requirements of GDPR legislation.
- Ensure each site has sufficient spare stock of peripherals and hot-swap computers to maintain the highest possible level of availability of end-user systems.
- Be flexible in travelling to all Trust schools as required for technical duties and team meetings.
- To undertake any other appropriate duties, as requested by the DoIT, Deputy DoIT, COO, Head teacher or the Business Manager.

## Health & Safety

- i. Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- ii. Co-operate with the employer on all issues to do with Health, Safety and Welfare.
- iii. Support the Trust's implementation of all current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection, GDPR.
- iv. Be aware of Health and Safety issues relating to the use of IT equipment.
- v. Be aware of specific health and safety issues for students, relating to use of the Internet, and advise the DoIT on relevant safety measures, including the Student Internet Protocol.
- vi. Assist the DoIT with the responsibility for monitoring the Trust's legal responsibility for health and safety issues regarding IT.

## Person Specification

**The Collegiate Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the *Disclosure and Barring Service*. Appointment will be dependent upon further health, medical and attendance checks.**

### Qualifications

Educated to degree level in a relevant discipline or equivalent professional qualification or significant specifically relevant experience

### Experience / Knowledge

Microsoft Office Suite.

Servers and virtualisation, end point desktop operating systems and software, switches, LAN/WiFi Networks and telephony.

IT network security such as anti-malware, anti-spam, anti-phishing and IDS.

Mobile device use and management including iPads and Chromebooks.

Microsoft and Apple Server and System management, including Active Directory components.

Managing resources effectively.

IT network security such as anti-malware, anti-spam, anti-phishing and IDS.

A firm understanding of a wide range of industry standard applications including Microsoft Office and education specific resources.

### Skills & Attributes

The ability to work flexibly and effectively across multiple schools.

Demonstrate strong interpersonal skills across all levels of the organisation and with different stakeholders.

Demonstrate the ability to be a proactive and innovative problem solver.

Be an effective advocate for well-planned and managed change.

Have an analytical approach to problem solving.