

## Information for Applicants

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|---------------------|---|
| <b>Location</b>     | <i>The Collegiate Trust, Croydon &amp; Crawley</i>          |
| <b>Required</b>     | ASAP  |
| <b>Terms</b>        | Full time, permanent  |
| <b>Salary</b>       | TCTS26 £26,984 to TCTS28 £28,655, starting salary is TCTS26 |
| <b>Closing Date</b> | Tuesday, 19 October 2021                                    |
| <b>Interviews</b>   | Commencing immediately after the closing date               |





The Collegiate Trust  
Exceptional Education for All

## Our Partnership of Academies

The Collegiate Trust exists to improve education in Crawley, Croydon and surrounding areas. We work in partnership with academies whose values and approaches align with ours, and who want to work collaboratively within a forward thinking and ambitious organisation.

### Academies in The Collegiate Trust

- maintain a strong individual identity within a powerful local partnership
- work collaboratively to improve education in each of our partner schools
- achieve value-for-money on highly cost-effective services delivered through the Trust
- have the opportunity to contribute to the development of outstanding new provision where it is needed, through the free schools programme
- drive forward standards within their school under a well-supported but autonomous Principal and a strong Local Governing Body
- deliver our mission of **Collaboration to Deliver Exceptional Education** and achieve our vision of **Exceptional Education For All**



### Our Vision

Our vision for The Collegiate Trust is to deliver **Exceptional Education for All** in safe and nurturing environments.

Such an exceptional education has three features:

- A rigorous academic education which makes sure young people have a rich understanding and knowledge of a wide and relevant curriculum
- A set of creative learning experiences which involves all young people in (and develops an appreciation and understanding of) the creative, performing and physical arts
- The building of personal qualities and skills through the rich curricular and extra-curricular work in the academy and beyond, developing successful adults who respect each other and their surroundings





# Welcome

Dear Applicant

Thank you for your interest in the post of *IT Technician*. I hope that this information pack will help you to learn more about our fantastic team and that you will be excited about the prospect of joining us.

We are seeking an enthusiastic, motivated and skilled *IT Technician* to join the IT Systems team, supporting our academies across Croydon and Crawley. Your ability and experience in providing outstanding support to leaders, staff, students and other members of the team is crucial, with a particular emphasis on hardware, software and systems support in Microsoft Windows and Azure environments. Your customer service skills, ability to multi-task, prioritise and work within a small team in a busy environment are essential. You will report to the Director of IT and provide a pro-active, key role in maintaining a wide-range of IT hardware and systems to ensure a high quality & robust service is maintained at all times. This is a full-time position, supporting our primary academies in both Croydon and Crawley.

I would be delighted to receive an application from you if, upon consideration, you feel that this role and our Trust may be right for you. If you have any queries or would like an informal discussion about the role please contact Lewis Burgess, Director of IT, at [Lewis.burgess@tct-academies.org](mailto:Lewis.burgess@tct-academies.org).

To apply, please complete the form on our website <https://tct-academies.org/vacancies/>, attaching where requested a statement of no more than two sides of A4, identifying clearly how you meet the person specification. I look forward to hearing from you.

Yours sincerely



**Mr Gordon Smith**  
CEO



## Information about *The Collegiate Trust (TCT)*

TCT has grown out of *Riddlesdown Collegiate*, an **outstanding** (OFSTED, May 2016) secondary school in Croydon with almost 2000 students and over 200 staff; in 2017 Riddlesdown was awarded the *World Class Status Quality Mark*. *Gossops Green Primary*, in Crawley, was the next school – and the first primary – to join the Trust, followed by *Waterfield Primary* (also in Crawley) on 1<sup>st</sup> March 2018, *The Quest Academy* on 1<sup>st</sup> June 2018, *Courtwood Primary* and *Gilbert Scott Primary* on 1<sup>st</sup> September 2018 and *Kenley Primary* on 1<sup>st</sup> September 2021.

TCT educates over 4200 children and young people from nursery up to 18 years of age. The responsibility that places on us is huge, but we are excited by the positive impact we already have on the lives of so many. We also employ almost 700 staff, and recognise our responsibilities as an employer in looking after the great people who work with us. Our work in developing pedagogy is built on the very best classroom practice and we are driven by our determination to make a difference to our pupils and students; we want each of them to get a great education as a result of attending one of our academies.

Each academy within the Trust is supported centrally by our team of *Directors of School Improvement* on teaching and learning issues, the *Chief Operating Officer, Chief Finance Officer & HR Manager* on business management and HR issues, the *Governance Manager*, and the *CEO* on wider leadership issues; the Director of IT leads the strategic development of this work across the Trust, with support on data and tracking also coming from the *Management Information & Data Team*. This complements rather than replaces in-school functions and allows the Principal and LGB to operate with a high level of autonomy in delivering the highest standards in their school. The LGB works to a *Scheme of Delegation* approved by the Trust's *Board of Directors*.



## 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.
- Assist in maintaining IT systems via standard tools such as Microsoft SCCM.
- Partake in network infrastructure configuration changes, both software and hardware.
- 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, COO, Head teacher or the Business Manager.

### Health & Safety

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

The above is not an exhaustive list and the successful applicant may be required to carry out additional duties as required by the role.

## 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.**

**A UK driving licence and personal vehicle to travel between academies is highly desirable.**

### Qualifications

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

### Experience / Knowledge

#### Essential

Supporting end-users on Windows network systems with a wide variety of issues, software and different types of hardware.

Supporting cloud systems, primarily Office 365 / Azure and Google Suite.

Maintaining servers in HyperV &/or VMWare, desktops, switches, LAN/WiFi networks, telephony and other IT infrastructure.

|   |
|---|
| IT network security such as anti-malware, anti-spam and anti-phishing.  |
| Mobile device use and management including iPads.   |
| Microsoft and Apple Server and System management, including Active Directory components.  |
| Managing resources effectively.   |
| A firm understanding of a wide range of industry standard applications including Microsoft Office and education specific resources.           |
|   |
| <b>Desirable but not essential</b>  |
| SIMS MIS application support  |
| Microsoft SCCM  |
| VLANs, Procurve switch management   |
|   |
| <b>Skills &amp; Attributes</b>  |
| Good customer service in regularly supporting staff, students of all ages and interacting with parents & 3 <sup>rd</sup> parties on occasion. |
| Ability to work with a team in a busy, dynamic and demanding environment  |
| 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.   |

**The Collegiate Trust**  
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