



# **ICT Technician**

## **RECRUITMENT INFORMATION PACK**

Delta Academies Trust  
Education House  
Spawd Bone Lane  
Knottingley  
WF11 0EP

## RECRUITMENT INFORMATION PACK

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**January 2018**

**Post: ICT Technician**

Dear applicant,

Thank you for your interest in working for ICT Services at Delta Academies Trust.

Delta ICT Services provide an in house managed ICT service to associate and member academies of the Delta Academies Trust, providing direct services and ICT support to over 40 academies and 25,000 users. Delta is a single network connecting all our academies and head office. We manage ICT from the core of the organisation and you will be joining our friendly and experienced team. We have a broad range of technologies and this is an excellent opportunity for someone wanting to gain experience of enterprise class solutions. These include.

- Office 365
- Hyper V and Microsoft Server technologies
- SCCM
- Windows 10 procurement
- VPN, Content management and firewalls
- Security and compliance
- Project management and academy migrations
- Enterprise Wireless and networking
- MDM solutions
- IPT telephony
- New builds and major refreshes

Delta provide comprehensive staff benefit packages including:

- Full CPD training programmes, including Cisco, Microsoft and other industry leading courses.
- Paid exam and certification routes.
- In house development and training days.
- Monthly Skype team training sessions and updates.
- 121 personnel meetings and progress updates.
- Appraisals and working / training targets.

Please feel free to contact us prior to application or interview if you would like an informal chat or if you would like to arrange to have a look at what we do. We look forward to welcoming you to our team.

Kind regards,

**Phil Thacker**  
**Director of ICT**

## Introduction

Delta Academies Trust is a not for profit charitable organisation that is committed to changing outcomes for children in the academies it sponsors and the wider education system. We are a teaching school, training teachers, school leaders and other professionals who work with children.

Delta Academies Trust firmly believes that an outstanding education should be the right of every child and should not be determined by a post code lottery. The Trust will strive to ensure that all pupils and students in our academies attend an outstanding school.

We are determined that local children can attend a local school and we will place those children who need extra help first in our admissions policy.

In our family of academies we currently have a range of educational provision that includes: Secondary, Primary, Infant, Junior, Alternative Provision and Pupil Referral Units.

Delta places at the heart of its school improvement a commitment to high quality professional development for all staff who join the Trust. We understand that by investing in our staff we will create an organisation with a shared vision and values that will transform education for the children and young people we serve.

You can find out more details about Delta and our academies at [www.deltatrust.org.uk](http://www.deltatrust.org.uk)

## Vision

### ***‘Changing lives’***

#### **Mission Statement**

*To improve educational outcomes for communities in the North of England, creating a sustainable organisation that improves our society and the wider environment.*

#### **Strategies**

1. To ensure high quality sustained performance and educational outcomes for all Delta academies.
2. To operate a financially sustainable organisation, characterised by high value for money
3. To collaborate with others to establish a Northern Alliance of powerful MATs and other stake holders that will transform educational outcomes in the North of England.
4. To develop high quality education leadership to enhance the capacity to drive improvement
5. Train and develop high quality teachers and staff
6. To create a generation of young people who are socially and environmentally responsible
7. To ensure that young people are confident, employable and have the knowledge and skills to challenge received wisdom

## Core Values

We will:

- Place children and students at the heart of everything we do
- Place collaboration before competition, working with others for the betterment of all
- Develop and support professionals in our own and other academies and schools to establish practice that improves lives
- Ensure that all children make good progress irrespective of their starting point and those young people facing disadvantage are lifted from educational poverty
- Never do anything to the detriment of learners, staff, or other stakeholders, in a neighbouring community
- Adhere to the ‘Seven Principles of Public Life’
- Promote environmental awareness and protection locally, nationally and globally

## Why work for Delta Academies Trust?

- Delta Academies Trust is committed to transforming education across the North of England and as such we are recruiting a range of the very best educationalists to join us in our mission. We are looking for talented and driven professionals who share our drive, passion and enthusiasm to enhance the life chances of young people. We recognise you may not have all the skills or confidence at the start of your journey as part of our team and we are committed to ensuring you get the very best high quality leadership training, much of which is directly delivered by the CEO who has a national profile and reputation for rapid school improvement.
- You will work alongside professionals in a fast-paced and dynamic environment.
- You will develop your skills alongside like-minded colleagues.
- Delta academies work and collaborate as a family of schools. This provides colleagues a conduit to share best practice and affords our professionals the opportunity to develop their own skills, that of others and seek further promotion as they take on responsibilities across academies or at a whole Trust level.
- Career Development - Delta Academies Trust offers personal development through a range of flexible opportunities. All new staff members receive a comprehensive induction. The Trust offers a central CPD programme involving a range of training, which can include the full range of NPQs delivered in association with Ambition School Leadership. The Trust also provide a range of bespoke CPD and is committed to developing all staff.
- Pension - Every employee of Delta Academies Trust has access to a pension scheme.
- You will have access to private medical insurance (prices are provided on request).
- There is a range of benefits available to staff which include childcare vouchers, cycle to work scheme and a tech salary sacrifice scheme.

## The Application Process

Further details about the work of Delta Academies Trust including academies it currently sponsors can be found at [www.deltatrust.org.uk](http://www.deltatrust.org.uk)

Completed applications should be returned to [jobssouth@deltatrust.org.uk](mailto:jobssouth@deltatrust.org.uk) or by post to Delta Academies Trust, Recruitment Team, Education House, Spawd Bone Lane, Knottingley, WF11 0EP

All applications that have been submitted electronically will receive an email from the recruitment team confirming receipt.

A letter will be sent to shortlisted candidates with details of the interview process. If you have not heard from us within 2 weeks of the closing date please assume your application has been unsuccessful.

### Queries

If you have any queries on any aspect of the application process or need additional information please contact the Recruitment Team on 0345 196 0095.

We are committed to treating all applicants fairly and have a policy on the recruitment of ex-offenders which is available to applicants on our recruitment website at: <http://recruitment.deltatrust.org.uk>

## **ICT Technician**

**Scale G, Point 27 – 30 (£24,174 - £26,822)**

**Full Time /Permanent**

**Required for as soon as possible**

Delta Academies Trust is seeking to appoint a highly motivated, hardworking and enthusiastic ICT Technician to join our central Core Team as soon as possible.

The successful candidate will have a working knowledge of network systems, their installation, maintenance and adaptation and will have a high level of communication and interpersonal skills. The role will be based at the Delta Academies Trust head office in Knottingley and the successful candidate will provide technical support to our academies across the west region, which includes Knottingley, Leeds and Harrogate.

**Closing Date: Thursday 8<sup>th</sup> February 2018 at 12 noon**

**An application pack can be downloaded from**

**[recruitment.deltatrust.org.uk](http://recruitment.deltatrust.org.uk)**

**or by contacting our recruitment team on**

**0345 196 0095**

**or email**

**[jobssouth@deltatrust.org.uk](mailto:jobssouth@deltatrust.org.uk)**

Delta Academies Trust is committed to safeguarding the welfare of its students and the successful applicant will be subject to an enhanced DBS Disclosure.



## Job Description

**Post Title:** ICT Technician  
**Location:** Lincolnshire & Yorkshire  
**Salary:** Grade G Pt 27-30 (£24,174 - £26,822)  
**Hours:** 37 hours per week  
**Responsible to:** ICT Service Delivery Manager

### Purpose of the role:

To work as part of the Delta Academies Trust ICT support team to primarily maintain Delta Academies Trust infrastructure, service and solutions and provide support to staff and students of the member academies within the trust or other agencies supported by the trust when required.

### Duties and Responsibilities will include:

- To provide maintenance, installation and support services to core team site and the sites of other partner organisations in Delta Academies Trust
- To work as part of the Delta Academies Trust ICT support team
- To work in line with best practice Standard Operating Procedures and ensure processes are followed at all times.
- To contribute to the development of ICT and its use across the Trust
- To ensure that ICT facilities at all times are fully functional and secure

#### Software

- Install and test new software
- Make software and data are available to appropriate users
- Ensure the anti-virus software is installed, kept up to date and working properly on all stations
- Ensure software and operating system updates are installed as appropriate

#### Hardware

- Check new computer equipment on arrival and install as appropriate
- Ensure that the asset register is managed and maintained
- Maintain and troubleshoot the schools VoIP phone system
- Maintain computer peripheral equipment such as printers, scanners, whiteboards, projectors; ensure that these are prepared and ready to be used
- Trouble shoot and maintain all aspect of Trusts PC and server hardware
- Liaise with external support agencies, to resolve faults speedily
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract

#### Network Management

- Liaise with core ICT and external suppliers regarding provision of user accounts
- Carry out routine network maintenance tasks

- Troubleshoot, maintain and upgrade the Trusts ICT infrastructure
- Follow supplier's recommended procedures

**Other specific duties**

- Basic clerical duties related to the post
- Assist staff members with the use of ICT software and hardware
- To comply with any reasonable request from a manager to undertake work of a similar level that is not specified in the job description
- The nature of this role demands flexibility, creativity and innovation with regards to the needs of our academies. Additional duties may be required and these may be determined by the Director of ICT or Service Delivery Manager and you may be requested to carry out such additional activities at his/her discretion.

**Working Environment**

The post will be a member of the Core ICT Services team who are based at Education House, Knottingley, West Yorkshire.

The post may be assigned to an Academy site, which will be detailed on the vacancy advertisement, however travel may be required to other sites within the Delta Academies Trust. These duties and responsibilities should be regarded as neither exhaustive nor exclusive as the Post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading of the post.

**Person Specification  
ICT Technician**

	Essential	Desirable
<b>QUALIFICATIONS/KNOWLEDGE &amp; EXPERIENCE</b>		
Have a networking or computer engineering qualification at HND or higher		✓
Have a working knowledge of network systems, their installation and maintenance and adaptation	✓	
Knowledge and experience of Microsoft Windows workstation & server environments	✓	
Knowledge and experience of Cisco networking equipment and IP Telephony administration		✓
Knowledge and experience of Active Directory and Group Policy administration	✓	
Knowledge of Microsoft SCCM for workstation and server management		✓
Knowledge and experience of mobile device management (MDM) platforms		✓
Knowledge of Office 365 services and capabilities		✓
<b>SKILLS</b>		
High level of communication and interpersonal skills	✓	
Have good fault finding skills and is an excellent problem-solver	✓	
Can demonstrate good working practices in relation to the handling of ICT equipment	✓	
Ability to work effectively with young people as individuals and in groups.		✓
Ability to work creatively with colleagues to deliver agreed outcomes and contribute effectively to team working	✓	
Flexible and adaptable approach	✓	
Have initiative and can work independently without excessive supervision	✓	
Have an understanding of when to consult, make decisions and defer to others	✓	
Have the ability to communicate effectively to a range of different people	✓	
Will plan, organise, prioritise and manage their own personal time effectively	✓	
Have a positive commitment to organisational principles	✓	
Ability to support and maintain audio / visual equipment including; Interactive touch screens, projectors, whiteboards and amplifiers		✓
Understanding of health and safety issues and good practice	✓	
Ability to work in an ITIL environment		✓
Ability to actively record, document and share knowledge	✓	
<b>BEHAVIOUR AND OTHER RELATED CHARACTERISTICS</b>		
Good organisational and personal management skills	✓	
Effective planning and teaching	✓	
Effective behaviour management	✓	

An ability to demand high standards	✓	
Contribute and follow Delta ICT procurement policies and procedures	✓	
Work independently and being a team player	✓	
An ability to develop good working relationships with students and staff	✓	
Effective time-management	✓	
The ability to meet deadlines	✓	
Good ICT skills	✓	
Commitment to self and team development	✓	
The ability to travel independently across Delta Academies Trust group	✓	
Work in ways which promote equality of opportunity, participation, diversity and responsibility	✓	
A professional responsibility to promote and safeguard the welfare of children and young people	✓	
A commitment to abide by and promote the Academies' Equal Opportunities, Health and Safety and Child Protection Policies	✓	
The post holder will require an enhanced DBS check	✓	