



The Collegiate Trust  
Exceptional Education for All

## IT Technician

# Information for Applicants

**Location** The Collegiate Trust in Croydon & Crawley.

**Required** October / November 2023

**Salary** TCT S23 - S26 £27,372 - £29,686

**Terms** Full time, permanent

**Closing Date** 10<sup>th</sup> October 2023





The Collegiate Trust  
Exceptional Education for All

## Our Partnership of Schools

The Collegiate Trust exists to improve education in Croydon, Crawley and the surrounding areas. Our schools choose to work together because of their shared values, an alignment in their approaches to delivering an exceptional education and a common culture of ambition that is focussed on PEOPLE and LEARNING. Collaboration within our forward-thinking family of schools is key to our success.

### Our Vision

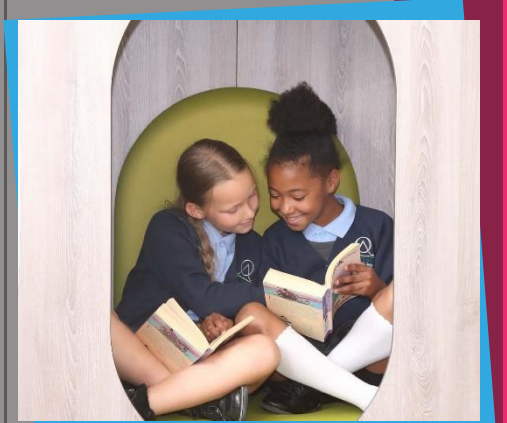
Our vision for The Collegiate Trust is to deliver **Exceptional Education for All** in safe and nurturing environments. Such an exceptional education has three features:

- 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 and cultural 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 school and beyond, developing successful adults who respect each other and their surroundings



### Schools in The Collegiate Trust...

- are happy places to work, learn and grow
- value **Partnership**, promote **Progress** and focus on the **Preparation** of young people for the future
- maintain a strong individual identity within our family of schools
- work collaboratively to improve the quality of education and the learning experiences that we provide
- drive forward standards and improve outcomes under a well-supported Principal and a strong Local Governing Body
- achieve value-for-money on highly cost-effective services delivered through the Trust
- deliver our mission of **Collaboration to Deliver Exceptional Education**
- achieve our vision of **Exceptional Education For All**



# 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.

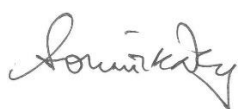
The Collegiate Trust is a forward-thinking and dynamic place to work. Our mission is to collaborate in order to deliver an *exceptional education for all* and our culture of ambition is focussed clearly on our people and their learning.

We are seeking an enthusiastic, motivated and skilled person to join the Trust's IT team, supporting our schools across Croydon and Crawley. The position is primarily based in Purley & Coulsdon, with some travel to Selsdon 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 management 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 role in maintaining a wide-range of IT hardware and systems to ensure a high quality and robust service is maintained at all times. From 1<sup>st</sup> April another secondary school joined our Trust and we now employ 800+ members of staff across 8 schools. We will shortly welcome our 4<sup>th</sup> secondary school into the organisation; Based in Crawley this will form a strong hub for our existing schools in the area. This is a full time position, 8 hours a day, 36 hours a week.

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 Soumick Dey  
Chief Executive Officer



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

**MISSION:** *Collaboration to deliver an exceptional education*

**VISION:** *Exceptional Education for All*

TCT has grown out of *Riddlesdown Collegiate*, a large, **outstanding** (OFSTED, March 2023) secondary school in Croydon with a longstanding reputation for high standards and an exceptional education. Since 2015, our Trust has been growing and, today, we are a family of 8 schools with c.6000 pupils and 800+ employees. The planned addition of a further secondary school in Autumn 2023 will bring our Trust to c.7000 pupils and c.1000 employees.

School	Range	Date joined	Roll	Principal	OFSTED
Riddlesdown Collegiate	11-18	founding school	2063	Dr Parimal Bhatt	Outstanding
Gossops Green Primary	4-11	1.11.2016	594	Mrs Sarah Dunne	Good
Waterfield Primary	3-11	1.3.2018	390	Mr James Purveur	Good
The Quest Academy	11-18	1.6.2018	974	Mr Andy Crofts Mr Tom Beecham	Good
Quest Primary	3-11	1.9.2018	206	Mr Andy Crofts Miss Jo Stawman	Good
Courtwood Primary	4-11	1.9.2018	213	Mrs Natasha Grant	Good
Kenley Primary	4-11	1.9.2021	196	Mrs Katie Turner Mrs Jacki Keogh	Good
Woodcote High School	11-18	1.4.2023	1273	Ms Kirstie Woodcock	Good

Each school within the Trust is supported by our Central Team who work with Principals and their teams on school improvement, teaching and learning, finance, facilities and operations, IT, HR and governance issues. This support allows the Principal and Local Governing Body (LGB) to focus on delivering the highest standards in their school. The LGB works to a *Scheme of Delegation* approved by the Trust's Board of Directors.

Our culture of ambition is clearly focussed on our PEOPLE and their LEARNING. We support all members of our team to do the best job they can by ensuring high quality professional development in a healthy workplace environment where wellbeing is seen as an essential requirement for success.



## Why Work With Us?

The Collegiate Trust is an exciting, fast-paced group of schools committed to progress, collaboration and excellence for all – staff and students alike. We are a dynamic and expanding trust of eight schools (three secondaries with Sixth Form provision, and five primaries) with numerous and diverse career opportunities for both new and existing staff.

All staff and governors, at every level of their career, in both teaching and business support functions, have an equal entitlement to Continuous Professional Development (CPD). This promotes, develops and supports staff in their shared commitment to lifelong learning. Results are reviewed and evaluated regularly in order to support further development of our CPD programme and drive constant improvement.

Through expert facilitation, Trust-wide collaboration, inter-school networking, and our extensive CPD programme, every member of staff has the opportunity to make substantial contributions to the development of the curriculum, pedagogy and delivery of business services, whilst improving their own prospects of career progression.

We are committed to:-

- facilitating **career progression**
- offering **excellent professional development**
- providing **opportunities to lead**
- developing **collaborative opportunities** to generate new and next practice

Other tangible benefits of working within a TCT school include<sup>1</sup>:-

- ✓ Exceptional performance rewards
- ✓ Cutting-edge technology provision
- ✓ Staff Diner (delicious hot and cold meals every day)
- ✓ Free use of Fitness Suite
- ✓ Other fitness and wellbeing activities, e.g. Staff Football, Yoga, Spin, Staff Choir
- ✓ Free Flu Vaccination available
- ✓ Free Microsoft Office apps

Individuals who are successful in their application to The Collegiate Trust join us at an exciting time. In return for the opportunity to be part of our Trust, we ask that all joining members of staff share in our vision of “Exceptional Education For All” and are motivated to work continuously towards developing their own professional excellence.

***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 online checks, checks with past employers and the Disclosure and Barring Service. Appointment will be dependent upon further health, medical and attendance checks.***

---

<sup>1</sup> At the time of publication, not all benefits available at every TCT school.

## Job Description

### Purpose of the Post

To provide high quality and robust first line technical support within the Team, staff and students at multiple schools.

To support IT systems, primarily in a Microsoft Windows Active Directory, Microsoft 365 & Google Workspace environment.

To assist in IT system service delivery, such as routine maintenance, upgrades and planned change.

To ensure all Trust IT systems are secure, well maintained and robust.

### Principal Accountabilities

#### a. Personnel

- With excellent customer service & communication skills, provide high quality, dynamic & responsive technical support to teaching & support staff and students.
- Assist the DoIT and System Administrators with proactive system maintenance.
- Ensure tasks on the IT Helpdesk are processed in an effective and efficient manner. Strong multi-tasking abilities are essential.
- To undertake any other appropriate duties, as requested by the CEO, Director of IT or Principal.

#### b. IT Specific

- i. React to and support a wide range of IT issues, including hardware, software, user and desktop support & administration, to staff at any school remotely and face-to-face.
- ii. Carry out routine hardware & software maintenance tasks on a regular basis.
- iii. Help ensure all Trust IT systems are reliable, robust and secure at all times.
- iv. Liaise with IT contractors, hardware and software suppliers as directed by the DoIT or other System Administrators.
- v. Assist in the supply, installation, maintenance and repair of the Trust's IT hardware and information systems, including full diagnostic procedures and upgrades.
- vi. Ensure IT systems across the Trust adhere to the requirements of the Trust's GDPR legislation.
- vii. Ensure relevant policies and configurations are effectively used to prevent unauthorised or inappropriate access to systems, resources and online materials.

#### c. 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.

**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

### Qualifications

A minimum of 2 years experience in user and desktop IT technical support.

A minimum of A Level Computer Science and Level 3 IT Technician Apprenticeship or educated to degree level or equivalent IT certification.

### Experience / Knowledge

#### Essential

User and desktop support in a wide range of hardware and software in a Windows & Mac environment

Working within a helpdesk environment, fault finding & troubleshooting issues and escalating as appropriate

Mobile device use and management including iPads

Ability to diagnose and rectify hardware faults

Windows Servers and Hyper-V hypervisor visibility

DHCP, DNS, Group Policy and enterprise-level network management

IT network security processes, including anti-virus, anti-malware and strict permission management

Microsoft and Apple system management, including Active Directory components

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

#### Desirable but not essential

Microsoft 365 & Azure administration and support, not limited to Exchange, Teams & OneDrive

Microsoft Endpoint Manager, Azure, InTune & M365 management

A good understanding of Powershell

Network infrastructure maintenance, including managing VLANs

Experience with VXRail/VMWare

VoIP telephony management

SIMS & Arbor MIS support

ITIL / MCSA certification

#### Skills & Attributes

Excellent customer service in regularly supporting staff, students of all ages and interacting with parents & 3<sup>rd</sup> parties as required

Ability to work with a team in a busy, dynamic and demanding environment

The ability to work flexibly and effectively across multiple schools

Strong interpersonal skills across all levels of the organisation and with different stakeholders

Proactive, analytical and innovative problem management & resolution

Be an effective advocate for well-planned and managed change

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

## The Collegiate Trust

Honister Heights, Purley, CR8 1EX

☎ 03300 100 701

✉ [admin@tct-academies.org](mailto:admin@tct-academies.org)

💻 [www.tct-academies.org](http://www.tct-academies.org)