



Trust ICT Technician

Candidate Information Pack





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Welcome from the Chief Executive Officer

Thank you for your interest in the position of ICT Technician for Anglian Learning. We are an ambitious, outward looking multi-academy trust consisting of six secondary schools and eight primary schools. We are also planning for the opening of a new primary school, north of Cambridge airport in September 2022. We are passionate in our belief that all young people deserve to have access to an outstanding education; we are determined that this will be the case for all those in our communities.

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 are firmly committed to maintain the individual ethos of each school, whilst sharing the same core Trust values and goals.

If you would like an informal discussion on this role, please contact Richard Mayer, Director of ICT at rmayer@anglianlearning.org.

I hope that you find the following information useful. To apply for the role please complete the 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. Please send to Kathryn Oliver, Director of HR at hr@anglianlearning.org.

We look forward to receiving your application.

Yours sincerely

A handwritten signature in black ink, appearing to read "J Culpin".

Jonathan Culpin
Chief Executive Officer



Anglian Learning, a unique multi academy trust

All members of our Trust share the firm belief that successful learning communities are underpinned by ambitious vision, trust and strong inspirational leadership at all levels of the organisation. Through membership of Anglian Learning, these values are reinforced by working with like-minded schools, leaders and teachers, to make a difference to the lives of our children and young people. We believe that we have a shared responsibility, through support and challenge, to ensure that all our academies can offer an outstanding education to all pupils. We are committed to the best financial planning and clearest governance structure with a rigorous system of checks and balances to ensure our future development and growth.

Anglian Learning is an innovative, ground-breaking partnership, formed by the voluntary merger of three highly successful secondary school academy trusts in Cambridgeshire; we recognised that uniting together as successful schools in one multi academy trust provided significantly enhanced capacity for mutual support and challenge. The founding members of Anglian Learning are Bassingbourn Village College, Bottisham Village College, Sawston Village College and The Netherhall School and The Oakes College Cambridge. We were joined in March 2018 by three primary schools, Fen Ditton, Stapleford. A further secondary school, Joyce Frankland Academy, Newport, North Essex joined us in January 2020. This was followed by four more primary schools, Howard, Linton Heights, Meadow and Pines along with another secondary school, Linton Village College joining us in April 2020. Icknield Primary School joined us in April this year and our new primary school, Marleigh Primary Academy is due to open in September 2022.

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

The Trust Leadership Team comprises of a Chief Executive Officer, a Deputy CEO and Director of Secondary Education, with an Ofsted Inspector as Deputy CEO and Director of Primary Education and a Chief Operating Officer. In addition, the Leadership Team comprises a Director of HR, Director of ICT, and a Director of Operations.



ICT Technician

Salary: (Cambridgeshire APT&C Scale 4 - £20,092 - £21,748)

Pension – salary related, defined benefit scheme

Working pattern: full time

Location: Based at Bottisham Village College, with occasional travel across Trust sites in Cambridgeshire, West Suffolk and North Essex.

Anglian Learning is a high-performing multi-academy trust. The Trust currently supports 6 secondary and 8 primary schools, educating over 7,000 pupils and employing over 800 staff. 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.

Anglian Learning has grown significantly with 6 schools joining last year and a further primary joining us in April 2021. We are also planning for the opening of a new primary school, north of Cambridge airport, in September 2022.

The Vacancy

Reporting to the cluster's Trust IT Manager, the successful candidate will be based at Bottisham Village College and provide front line ICT support to the school's staff and students. As part of the wider Anglian Learning Technical Service Team, the 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.

This is a really 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.

Application

For further information please download the ICT Technician Pack from our website <https://anglianlearning.org/join-anglian-learning/vacancies/>

To apply for the role please complete the 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. Please send to Kathryn Oliver, Director of HR at hr@anglianlearning.org.

Closing date for applications: 12 noon, 27 September 2021

Proposed interview date: 12 October 2021



To arrange an informal conversation about the role please contact Richard Mayer, Director of IT, at rmayer@anglianlearning.org.

No agency or CV applications will be accepted.

Requests for flexibility in working arrangements/patterns will be considered.

Anglian Learning is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks. Therefore, all posts within the Trust are subject to an enhanced Disclosure and Barring Services check. The Trust welcomes applications from all, irrespective of gender, marital status, disability, race, age or sexual orientation.

Job Description

Trust ICT Technician

Anglian Learning is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks.

Salary	Cambridgeshire APT&C Scale 4 (£20092 - £21748)
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
Holidays	Starts at 23 days plus Bank Holidays, more for those with local government continuous service.
Disclosure Level	Enhanced DBS
Location	The post holder will be based at Bottisham Village College but will be expected to work across the Trust and to travel between sites.
Responsible to	Trust IT Manager
Job Purpose	<ul style="list-style-type: none"> • To provide support to all users of the computer network • To contribute to the day-to-day maintenance of the client side ICT infrastructure

MAIN RESPONSIBILITIES:

1. To provide first line support to users, diagnosing and resolving problems when possible, escalating where necessary.
2. To monitor the Trust's Helpdesk system and prioritise tickets, ensuring high quality advice is provided to end users in a timely manner.
3. To assist in the maintenance of the client side infrastructure, including laptops, desktops, interactive whiteboards and projectors.
4. To assist in the setup of PA systems and other ad hoc audio/visual equipment, as needed.
5. To provide in-class support to students and teachers, as appropriate.
6. To contribute to hardware and software installations and upgrades.

7. To assist with the maintenance of the central systems. These currently include but are not limited to file, domain, print, email, threat protection, backup, wireless, intranet, CCTV, access control, service monitoring, signage, database, student monitoring, remote desktop, cashless catering, patch management and application deployment.
8. To contribute content to the media databases, as instructed.
9. To assist in the maintenance of the Trust's ICT Asset Register and contribute to its general upkeep.
10. To be aware of licensing, copyright, security and data protection regulations and supporting policies accordingly.
11. To conduct one-to-one training with staff and students in aspects of ICT usage, as needed.
12. To ensure that the requisite Health & Safety regulations and Trust policies are complied with.
13. To remain mindful of systems security at all times and raise any concerns through line management.
14. To participate as a full member of the wider Anglian Learning IT Team, mutually supporting colleagues in other schools within the Trust, which may involve occasional travel and would be subject to the reimbursement of travel expenses.
15. To undertake any other duties consistent with the post as directed by the Director of IT.

Person Specification

Trust ICT Technician

Anglian Learning is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and we expect all staff to share this commitment and undergo appropriate checks.

	Essential	Desirable
Education	<ul style="list-style-type: none"> Educated to GCSE level with a good standard of general education GCSE grade C+/4+ in English and Maths 	<ul style="list-style-type: none"> Level 3 qualification in a related subject CompTIA A+ Certification
Experience and Knowledge	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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
Professional Qualities	<ul style="list-style-type: none"> 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 	

	<ul style="list-style-type: none"> • 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 	
Personal Qualities	<ul style="list-style-type: none"> • 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 	