City Learning Trust
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Email: info@citylearningtrust.org
Chief Executive: Carl Ward
Web: www.citylearningtrust.org

November 2019

Dear Prospective Colleague,

Thank you for your interest in the post of Mobile Support Engineer for the City Learning Trust. We are seeking an enthusiastic, driven and well qualified colleague to join us as soon as possible, to support the smooth running of the Trust network. This includes covering all current Trust sites across the week dealing with general IT support issues.

The successful candidate will have an extensive IT Support background and will bring a wealth of knowledge and experience to the role. This is an excellent opportunity for the right candidate to work with and support the Chief Executive Officer as he leads the organistaion in local, national and international settings.

The Trust has a dedicated and talented team of staff who are committed to ensuring that the young people in its care are able to work to the best of their ability with the vast amount of resources available to them.

The attached pack will tell you more about the post and the process of application and appointment.

If you are interested in having an informal conversation about this opportunity please contact Amy Fox, HR Advisor, who will arrange such (01782 853535). Application forms for this post are available from Amy Fox or the City Learning Trust and Academy website. It would be helpful if the letter in support of your application is no more than 2 sides of A4. You may, if you wish, submit a CV with your application but not instead of it. Please send your application to: afox@citylearningtrust.org.

Yours sincerely,

Carl Ward
Chief Executive Officer
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Inspiring Outstanding Achievement

Appointment Procedure:

Closing Date:	9.00am on Monday 9 December 2019
Shortlist:	Monday 9 December 2019
Interview:	Friday 13 December 2019

City Learning Trust - Background and Context:

The City Learning Trust is a family of Academies sharing resources and expertise: *united by our values, we place children first in everything we do*. We believe in the power of collaboration and cooperation to unlock talent and fulfil potential. We want all children and young people within our Trust to be the best that they can be and are firmly committed to achieving our mission to create a world class education system for the communities we serve.

Children in the City Learning Trust have the best opportunities to develop their education and skills. They get the best start in life to help them gain employment in the future and to instil in them a desire for lifelong learning so they can adapt in an ever-changing world. In our Trust, education is linked up from 3 to 19, where skills and qualifications are allied to an increasing understanding of the value of continuous learning and social responsibility.

Our values are important to us and guide the work we do:

- **Ambition:** Our academies aim to unlock the potential for all learners to achieve their dreams, hopes and aspirations.
- **Cooperation:** We value working together in teams, supporting each other, and sharing expertise and accountability to improve standards.
- **Commitment:** Our academies are a family of Academies with a common bond, dedicated to the communities that they serve.
- **Creativity:** We encourage innovation and the use of imagination and original ideas in all our Academies.
- **Leadership:** We believe in listening to, inspiring and empowering our learning communities so that they can achieve their true potential.
- **Respect:** We value all people and organisations abilities, qualities and achievements, and operate using the principles of equality, equity and solidarity.

The Trust is on a journey from *Good* to *Great*. Through cooperation and collaboration, we develop sustainable partnerships that will provide a legacy for tomorrow's generation. This enables our member Academies to become greater than the sum total of their parts.

The City Learning Trust offers an individual and bespoke 100 hour professional development commitment for all teaching staff across the Trust. The Trust's talent strategy identifies future career pathways and enables specific training and experience to equip colleagues for success in this area. This is facilitated via our individual professional development package which offers access to our professional development leave scheme and staff work attachment offers. Each year, staff are also invited to apply for professional development opportunities across the world through the international network opportunities established by the Trust senior leadership team.

The City Learning Trust is a registered charity and a DfE sponsor. We have a range of strategic partners and work closely with a number of multi-academy trusts to raise standards.

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Job Description

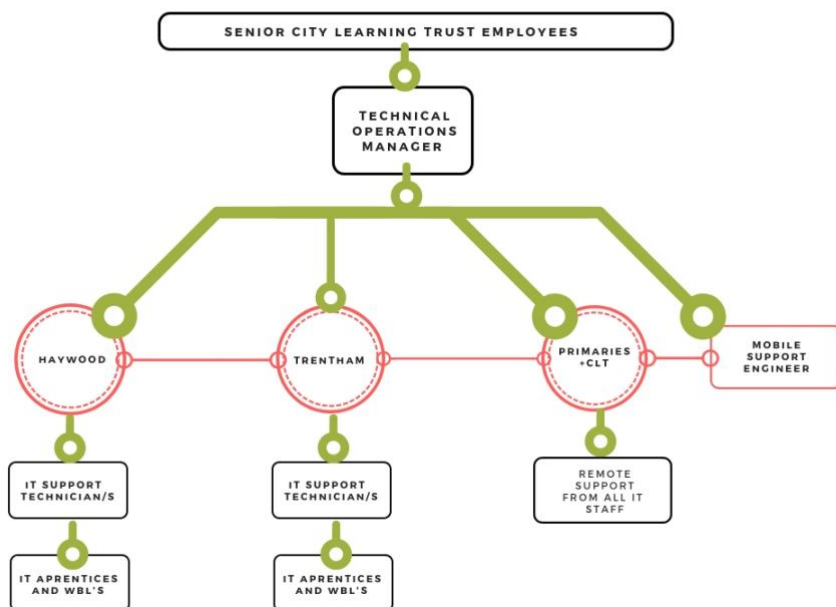| Job Title:	Mobile Support Engineer
Responsible To:	Deputy Chief Financial Officer
Salary:	Level 5, Scale Point 7-12, £19554-21589 per annum

Main Purpose of the Job

The main purpose of a *Mobile Support Engineer* is to facilitate the needs of the organization in terms of IT Support Services at a specific set of sites. It will be this person's responsibility to ensure the day to day running of IT Services is taken care of and that the needs of IT users are met.

This includes the service desk process, physical infrastructure and network availability of the site/s that the Technician is responsible for. They will also need to keep an overview of all other sites and assist other engineers in tackling their call queues, workloads, and projects.

This person will be required to have a full UK driving license, own a car and have business miles added to their insurance. This is because part of their work will be supporting multiple sites and may have to travel during the working day.

Position in the Organization

Scope of the Job

- The *Mobile Support Engineer* will be responsible for ensuring all IT support job calls ranging from basic to technical are resolved to a high standard and in a timely manner.
- They will be the escalation point for unresolved technical issues, coming from team members at all other sites.
- They will also liaise with the *Technichal Operations Manager* on a regular basis in order to conform to and improve on the City Learning Trust's IT services function.

Dimensions & Limits of Authority

- The *Mobile Support Engineer* will be responsible for their own day to day duties and activities but will receive requests and tasks from staff above them on the chart in section 2.
- They will only hold a supporting/ advisory position to others below them on the chart, but will be expected to be an escalation point for technical issues and to help keep staff morale and work ethic up across the team.

Qualifications

- Educated to A-level standard or equivalent
- Job Specific qualifications such as MCSAs, CCNAs or ITIL desired but not essential based on experience.

Experience

- A minimum of 2 years' experience in a 'Windows' networked environment as a service desk/ on site engineer or equivalent.
- Experience with
  - 'Windows Server' OS
  - Windows 7 -10 OS
  - Mac OSX
  - Web filter management
  - Switching
  - Antivirus, and Backup solutions is essential
  - PowerShell
  - VoIP experience is preferential.

Duties & Key Responsibilities (Equate to 100%)

- To ensure all support calls from any source including email, online support portal, telephone and in person are logged to the call queue.
- Calls are to be prioritised by the Engineer based on a framework set by the IT Management Team, as well as using own initiative when these call priorities clash.
- Delegating duties and tasks within the ICT team
- Supervising and monitoring all Team Members and providing necessary advice and guidance, and motivating them to produce desired results.
- Calls from the *Mobile Support Engineer* site/s queue are to be resolved in a timely and efficient manner.
- To ensure that core IT services such as network log-ons, mapped storage areas and internet connectivity are kept running and accessible at all times to the best of their ability. In the event that it is not possible to provide these services it is their responsibility to take appropriate steps to escalate the issue to third party support providers in a timely fashion.
- Determining whether external support is required, and then arranging for that when needed.
- All physical areas controlled by IT Support Services such as server rooms are to be kept tidy and free of clutter, to be overseen by the Engineer.
- Ensure that an IT equipment asset register is kept up to date regularly and that items being disposed of are removed from/ marked as destroyed on that register. (Permission for destruction/ disposal must come from senior trust or school Governors and Financiers)
- Ensure that regular Backups of the sites are being taken successfully.
- Write and submit IT reports to *Technical Operations Manager* on request

General:

- Developing an understanding of Academy policies and procedures, complying with their contents and raising concerns in a timely manner
- Actively participating in the Performance Management processes within the Academy
- Identifying personal training needs and participating in training and performance development whenever required
- To undertake any other duties appropriate to the grade of the post.
- In addition to the above the post holder must be committed to safeguarding and promoting the welfare of children and young people.