



**HEARTLANDS**  
COMMUNITY TRUST

**Job Pack**  
**IT Technician**

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February 2021

Dear Applicant,

I am delighted that you have chosen to apply for a post with Heartlands Community Trust.

Our well-established values and ideals which are at the heart of our Community Trust now provide a space within the wider education system where we can come to work together, to grow and flourish.

We believe passionately in the power of 'stronger together', of what can be achieved when schools collaborate, particularly within the context of a multi-academy trust. We can harness a source of energy and power to the advantage of each and every school member, through shared values, mutual learning, and the provision of high quality services.

We take a 'by schools for schools' and a 'for the common good' approach to our Trust decisions within a clear framework of values and goals, which help each school to express its individual ethos and identity, whilst also appreciating the importance of family and collaboration.

We focus on continual school improvement, which is achieved through nurturing effective partnerships, school-to-school support, innovation in teaching, learning and the curriculum, and providing excellent opportunities for staff development.

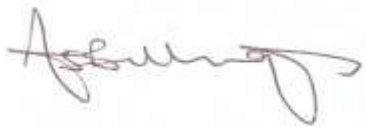
All our Trust Services are directed toward helping our schools to give our young people the best possible opportunities to learn, grow, flourish and be successful within the context of strong school communities.

I am proud to be CEO of this trust and I extend a warm welcome to all those who are attracted to the aims and values of our Trust. We have built the capacity and space for everyone to thrive – our children, our staff and our schools.

This is an exciting time to join our trust, as an individual as we look towards the next stage of our growth and development. We are always looking for like-minded individuals to join us on our journey.

Making the choice to work for Heartlands Community Trust means making the choice to be part of an evolving, ambitious and supportive Trust where you are valued, encouraged and can develop your talents whatever they may be. We look forward to receiving your application.

Yours Faithfully



Anthony Billings - BA (Hons), PGCE, MA, NPQH Chief Executive Officer

## Job description

<b>Post</b>	<b>IT Technician</b>
<b>Grade</b>	<b>Scale 3 - 4 £22,185-£24,258 per annum</b>
<b>Contract</b>	<b>Permanent</b>
<b>Hours</b>	<b>36 hours per week / 52 weeks</b> <b>Leave will not normally be granted during the term time and other peak times e.g. enrolment (late August to early September)</b>
<b>Responsible to</b>	<b>Head of IT and Network Manager</b>

### Purpose

Heartlands Community Trust is seeking an enthusiastic and highly skilled ICT technician to join a dynamic and proactive IT Team. You will be supporting multiple schools across the Trust working with the Trust's Head of IT, the IT Service's team and independently. You will be providing remote and face to face technical support in line with the Trust's IT Services Team to allow the effective use of IT by staff, students and visitors alike.

### Principal Accountabilities

### Main Activities and Responsibilities

- Provide first line and second line support and resolve IT incidents in a structured way using the Trust's Service Desk to meet service level agreements; as required liaise with third party providers and track external support calls
- Supporting staff, students, and parents in the use of IT when at school and at home
- Support school events including evenings
- Proactively keep all user IT equipment at their optimal levels across all the Trust's schools
- Make repairs to laptops, Chromebooks, desktops as appropriate
- Set up new equipment and deploy software and applications under the direction of the network manager
- Mount and install computer/AV equipment as and when required
- Assist the Head of IT in keeping the network secure and advise on technical aspects of system security
- Maintaining an inventory of all IT equipment across all schools
- To develop and maintain effective working relationships with all users.
- To work as part of a team adopting flexible working practices, attending meetings and liaising with staff at all levels; to provide cover in case of absence and to support colleagues at times of heavy workload
- To ensure all work is carried out within clearly defined rules and procedures maintaining uniformity across all school sites
- Update the Trust's Head of IT on any outstanding issues as required.
- Report all suggested alterations to the IT infrastructure to the Trust's Head of IT
- Enhance knowledge and skills relevant to the post through online resources and the attendance of courses where appropriate
- Work towards achieving and maintaining ITIL recognised standards of support.

**Please note:** This job description is intended as a guide to the general duties and responsibilities of this post, which reasonably may vary from time to time according to the needs of the Trust. It does not form part of the terms and conditions of employment.

### **Key Organisational Objectives**

The postholder will contribute to the HCT objectives in service delivery by:

- Enactment of Health and Safety requirements and initiatives as directed.
- Ensuring compliance with Data Protection legislation.
- At all times operating within the Trust's Equalities policies, demonstrating commitment and contribution to improving standards of attainment.
- Adopting Customer Care and Quality initiatives.
- The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.
- The person undertaking this role is expected to work within the policies, ethos and aims of the Trust and to carry out such other duties as may reasonably be assigned.

### **Safeguarding Children**

HCT is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced DBS checks.

### **Conditions of Service**

Governed by the National Agreement on Pay and Conditions of Service, supplemented by local conditions as agreed by the Trust.

### **Special Conditions of Service**

Because of the nature of the post, candidates are not entitled to withhold information regarding convictions by virtue of the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 as amended. Candidates are required to give details of any convictions and are expected to disclose such information at the appointment interview.

Because this post allows substantial access to children, candidates are required to comply with departmental procedures in relation to Police checks. If candidates are successful in their application, prior to taking up post they will be required to give written permission to the Department to ascertain details from the Metropolitan Police regarding any convictions against them and, as appropriate the nature of such convictions.

This role is covered under part 7 of the Immigration Act 2016 and therefore the ability to speak fluent spoken English is an essential requirement for this role.

### **Equal Opportunities**

The postholder will be expected to carry out all duties in the context of and in compliance with the Trust Equalities policies.

Date of issue: .....

Signature of postholder: .....

Name of postholder: .....

Signature of CEO/ Head Teacher: .....

## Person Specification

	Essential	Desirable	Assessed
Qualifications			A-Application I-Interview
Grade C or above in English and Maths GCSE/GCE	✓		A
Level 2 IT qualification – e.g. GCSE or BTEC	✓		A
Hold a recognised computer or network qualification or equivalent experience	✓		A
Knowledge, Skills and Experience			
Working in an ICT support role for 3 years	✓		A, I
Working in education or customer service environment		✓	A, I
Excellent knowledge of Google Workspace	✓		A, I
Experience of installing and configuring computer hardware and software	✓		A, I
Skilled in manual maintenance and repair of equipment	✓		A, I
Knowledge of Google Admin Console	✓		A, I
Knowledge of Active Directory		✓	A, I
Knowledge of Windows 10		✓	A, I
Knowledge of ChromeOS devices	✓		A, I
Experience with iOS and MacOS		✓	A, I
Knowledge of networking and IP		✓	A, I
Strong diagnostic and trouble-shooting skills	✓		I
A genuine interest in technology		✓	A, I
A commitment to continuous improvement and professional development	✓		A, I
Support and Cooperation			
Demonstrates a helpful and positive attitude in a busy environment	✓		I
Demonstrates an interest in and understanding of others	✓		I
Adapts to the team and supports the team spirit	✓		A, I
Relations			
Maintains a professional and respectable image at all times	✓		I
Establishes good relationships with staff, customers, and suppliers	✓		A, I
Maintains a professional attitude towards students	✓		I
Organisational Skills			

Focuses on the needs of users	✓		I
Arrives punctual to work	✓		I
Organises and prioritises work effectively	✓		A, I
<b>Other</b>			
Enhanced DBS disclosure	✓		I
Willingness to undertake safeguarding training	✓		I
A commitment to safeguarding and promoting the welfare of children and young people	✓		A, I
Acute awareness of safeguarding requirements when working in an educational environment	✓		A, I
Ability to travel to the Trust's other sites	✓		I
Is fluent in the use of the English language	✓		A, I



Heartlands Community Trust is committed to safeguarding and promoting the welfare of our students and young people. The successful applicant will therefore be required to complete checks in line with the requirements of Keeping Children Safe in Education with regard to DBS and other pre-employment checks.

We encourage applications from all sectors of the community to reflect our diverse student population.

#### **IT Technician**

**Closing Date: 10am on Monday 1<sup>st</sup> March 2021**

**Salary: Outer London NJC Pay Scale 3 – 4 - £22,185-£24,258 per annum+ Staff benefits**

**Location: Haringey**

**Contract type: 36 hours x 52 weeks**

**Contract term: Permanent**

**Responsible to: Head of IT and Network Manager**

**Post Tenable: April 2021**

**About the role** - The successful candidates will be responsible for duties including:

- Provide first line support and resolve IT incidents in a structured way using the Trust's Service Desk to meet service level agreements; as required liaise with third party providers and track external support calls
- Set up accounts and assist staff and students in accessing network resources
- Proactively keep all IT equipment in classes and offices at their optimal levels
- Make repairs to laptops, Chromebooks, desktops as appropriate
- Proactively manage and monitor backups and antivirus
- Set up new equipment and deploy software and applications under the direction of the Trust's Head of IT/Senior IT Technician
- To work as part of a team adopting flexible working practices, attending meetings and liaising with staff at all levels; to provide cover in case of absence and to support colleagues at times of heavy workload

#### **About us**

Heartlands Community Trust was formed in May 2013 and has a well established reputation for educational excellence and the aspiration for all young people to become the best they can be through the emphasis on 'Search for Success'.

The Trust has two schools - Heartlands High School is oversubscribed and a first-choice school for parents and students in the local community. Our intake is diverse and is a real reflection of the community that we serve. The Grove, a new school is now a very successful school, an all through academy, which caters for the needs of learners with autism and maintains strong links with mainstream provision in the Trust.

We have a commitment to developing schools with a strong ethos, outstanding achievement, high-quality teaching and learning, and by creating exciting partnerships.

We offer great training and development opportunities to all of our staff, plus excellent career advancement opportunities within this evolving Trust.





For further information, please contact our HR department at **HR@heartlands.haringey.sch.uk**.

Unfortunately, we are unable to show candidates around during this time but we are happy to answer any questions that you may have or have a Zoom conversation with you.

**Applications should be completed by 10 a.m. on 1<sup>st</sup> March 2021. Interview date to be confirmed**

**Please note that CV's or incomplete application forms will not be considered. Only those that are shortlisted will be contacted by the Trust.**

**NB: Applications may be considered whilst the posts are being advertised. Heartlands Community Trust reserves the right to close adverts earlier than the stated deadline. We advise early applications are submitted.**