TAME RIVER EDUCATIONAL TRUST

Trust Senior ICT Support Engineer

Candidate Information Pack

Great schools in which to learn, teach and belong.
Welcome to Tame River Educational Trust

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Dear Candidate

Thank you for your interest in the post of Trust Senior ICT Support Engineer with Tame River Educational Trust.

Tame River Educational Trust was established in 2022, with Tameside and Clarendon Sixth Form College as our sponsor. We grew from our desire to make a significant difference to the school days and life-chances of all our young people, including and especially young people who have fewer socio-economic or prior educational advantages.

Our mission is to establish great schools in which to learn, teach and belong. Schools which promote learning, develop character, value diversity and build cultural capital. By the age of 16 we aim for every student to progress to suitably challenging post-16 studies and apprenticeships.

Each of our schools is committed to academic rigour, a spirit of enquiry, talent and character development and providing our students with a significant educational dividend.

The Trust is currently comprised of three academies: Droylsden Academy, Hyde High School and Mossley Hollins High School.

As a Trust we do so much more, and we are growing! We are an ambitious Trust in which to study and work. All our members of staff, both teaching and support staff, are dedicated, committed professionals.

We recognise that our staff are our greatest asset and our Talent and HR strategy places people at the heart of our work.

If, after reading everything about us, this sounds like a Trust you would like to work for, we would very much welcome an application from you.



Phil Wilson
Chief Executive Officer

TAME RIVER EDUCATIONAL TRUST

An Introduction to our Trust Schools

Droylsden Academy
Headteacher
Mr E Mayell

Droylsden Academy is an 11-16 Co-Educational Academy in Tameside, Greater Manchester. The Academy is currently rated 'Good' by Ofsted and serves over 900 students. The school is heavily over-subscribed and has an impressive modern building. Our staff are driven by the belief that every child should go to a great school and we believe that every child can become a great learner through politeness, hard work and honesty.

We believe that success should be measured by both academic progress and by one's contribution to our community and wider society.

Mossley Hollins High School
Headteacher
Mrs A Din

Mossley Hollins High School is an 11-16 Co-Educational Academy in Tameside, Greater Manchester. The school is currently rated 'Good' by Ofsted and serves over 900 students. The school is heavily over-subscribed and has an impressive modern building. We are a happy, academically ambitious and inclusive school and we are passionate about learning. At the heart of everything we do are our deeply held values of manners, hard work and honesty.

We believe that success should be measured both by academic progress and achievement, and also by one's personal and social development and one's contribution to our community and to society.

Hyde High School
Headteacher
Ms G Arnold

Hyde High School is an 11-16 Co-Educational Academy in Tameside, Greater Manchester. The school serves over 1200 students, is heavily over-subscribed and has an impressive modern building. We provide an engaging and inspiring educational experience that instils in our students a lifelong love of learning and respect for themselves, our community and our environment. A place where warmth, high expectations and strong values are prevalent in everything we do. A learning environment where every student can thrive and belong. Our work is under-pinned by a clear set of values **Ready, Respectful and Safe.**

We are rooted in our community, and we celebrate the diversity and uniqueness of everyone. We know that a successful school depends on a strong partnership between school and home and this shared approach is key to the individual success and happiness of every student.

TAME RIVER EDUCATIONAL TRUST

Application Procedure

For a confidential discussion on current vacancies please contact the HR Team at HR@TRET.org.uk

To apply for the role please complete the application form – available to download from our website and return it to HR@TRET.org.uk

In compliance with Safer Recruitment Guidelines, CVs will not be accepted.

Advertised: 4th November 2026 Closing date for Applications: 2nd December at 9am.

Interview Date: Will be held as soon as possible after the closing date, following shortlisting.

Shortlisted candidates will be contacted with details of the interview process. If you have not heard from us within 5 days of the closing date, please assume your application has been unsuccessful, on this occasion.

Safer Recruitment

The Tame River Educational Trust is an equal opportunities employer and welcomes applications from all sectors of the community. We are committed to protecting our students and staff and therefore have a rigorous recruitment process which includes assessing candidates' suitability to work with children. All staff will be required to hold an enhanced DBS Disclosure, with Children's Barred List Check.

Equal Opportunities

The Tame River Educational Trust believes that all individuals are of equal value and we are committed to equal opportunities for all. All people who work and study in our schools have the right to be respected and valued within a safe and secure environment and not to be discriminated against on the grounds of age, class, sex, race, disability, sexual orientation, religion or belief.

Tame River Educational Trust and all its schools are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment.

TAME RIVER EDUCATIONAL TRUST

Job description **The Tame River Educational Trust and its schools are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.**	
Job Title:	Trust Senior ICT Support Engineer
Reporting to:	Trust Chief Information Officer
Hours & Salary	The hours for this position are 36 hours per week, Monday to Friday, full year. The salary will be paid at Grade G, £35,570 - £40,444.
Role Overview	The Trust Senior ICT Support Engineer is a senior, hands-on role based primarily at Hyde High School. The postholder is the regular technical support engineer for Hyde High School and is responsible for providing a complete ICT support service to its staff and pupils, undertaking work at every level from straightforward first-line requests to the diagnosis and resolution of complex incidents. The postholder also takes day-to-day technical responsibility for assigned Trust systems and services, acts as an escalation point for ICT Support Engineers, maintains infrastructure and delivers defined ICT projects within plans and standards approved by the Trust ICT Network Manager. The seniority of the role is reflected in its complex technical work, delegated service ownership, project delivery, technical coordination, quality checking and coaching of ICT Support Engineers. It requires independent technical judgement within agreed procedures, with responsibility for identifying risks, improving reliability and ensuring assigned work is completed and documented. This senior remit does not remove the requirement to undertake routine first-line and second-line support at Hyde High School whenever needed. The postholder will work as an integral part of the Hyde High School ICT service while remaining a member of the Trust ICT team and working flexibly across other Trust sites when required. This job description is written at a specific time and is subject to change as the demands of the Trust and school and the role develops. The role requires flexibility and adaptability, and all employees need to be aware that they may be asked to perform tasks and be given responsibilities not detailed in this job description.
Role Scope and delegated authority	● Take technical ownership of named systems or services allocated by the Network Manager, including maintenance, monitoring, documentation and escalation of risks. ● Coordinate agreed daily technical work and check its completion and quality. Formal line management, appraisal and disciplinary responsibilities remain with the designated line manager.

	• Plan and deliver assigned projects and changes within approved scope, timescales and resources. Obtain approval for changes outside delegated authority or agreed risk limits. • Provide limited operational cover for the Network Manager when formally delegated, escalating significant incidents, decisions and resource conflicts to the Network Manager or CIO. • The Network Manager retains overall accountability for Trust ICT operations, helpdesk performance, operational planning, supplier management and budget oversight. The CIO retains strategic direction, governance and standards.
Child Protection and Safeguarding:	The successful candidate must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. It is the post holder's responsibility for promoting and safeguarding the welfare of children. You will comply with Child Protection and Safeguarding Policies, and the requirement to report to the Designated Safeguarding Lead any concerns relating to the safety or welfare of children.
Main duties and responsibilities:	**As a Trust Senior ICT Support Engineer, you are expected to:** **Advanced technical support and incident resolution** • Be based primarily at Hyde High School and act as the school's regular technical support engineer, providing a visible, responsive and dependable service to the Hyde High School team. • Ensure routine issues are addressed directly and promptly, rather than treating the post as an escalation-only or project-only role. • Work flexibly as part of the Trust IT team across all schools in the Trust. • Act as an escalation point for Trust-wide ICT Support Engineers, diagnosing complex faults across devices, servers, networks, cloud services and approved Trust applications. • Own escalated incidents through investigation, resolution, verification and documentation, involving the Network Manager or specialist suppliers when necessary. • Investigate recurring faults, identify root causes and implement approved improvements to reduce repeat incidents. • During major incidents, undertake allocated technical recovery work and provide clear progress updates for communication to affected schools. Escalate safeguarding, security and service risks immediately. • Personally undertake support at all levels for Hyde High School, from routine first-line requests and second-line troubleshooting to complex third-line diagnosis and resolution. This includes, but is not limited to, classroom technology, user access, devices, printing,

	audio-visual equipment, connectivity, servers, cloud services and remote access. **Infrastructure and assigned service responsibility – Trust-wide** ● Administer and maintain assigned networks, wireless systems, servers, virtual environments, telephony and cloud services within Trust architecture and access controls. ● Carry out planned maintenance, patching and configuration changes within approved schedules; assess dependencies, test changes and maintain rollback arrangements. ● Monitor service availability, capacity and system health, resolve identified faults and report emerging risks or limitations to the Network Manager. ● Maintain assigned backup services, investigate failed jobs and perform scheduled restore tests. Record results and escalate failures or gaps in recoverability. ● Maintain accurate system configurations, access records, technical diagrams, recovery instructions and operating procedures so colleagues can support the service. ● Coordinate assigned device deployment, imaging, software distribution and replacement work, checking compliance with Trust standards. **Cyber security and digital safeguarding** ● Implement and maintain assigned security controls, including endpoint protection, device management, authentication and authorised access, in line with Trust policy. ● Investigate technical security alerts within delegated authority, preserve relevant records and escalate suspected incidents promptly through Trust procedures. ● Maintain and test assigned filtering and monitoring configurations with the Network Manager and safeguarding staff; record outcomes and escalate gaps immediately. ● Refer safeguarding concerns to the Designated Safeguarding Lead. Safeguarding assessment, alert action and decisions remain with authorised safeguarding staff. ● Handle personal data securely, apply approved access and retention controls, and provide technical evidence for audits and compliance reviews.
Delivery and coordination responsibilities:	**Technical coordination and staff development** ● Coordinate agreed technical tasks across Trust sites, taking account of classroom disruption, urgency, dependencies and colleague capability.

- Review escalations, ticket records and completed technical work for quality; address gaps through guidance and raise persistent concerns with the Network Manager.
- Coach ICT Support Engineers through complex investigations and share knowledge through practical sessions, documented fixes and operating procedures.
- Identify training needs, capacity pressures and opportunities to improve consistency, and make recommendations to the Network Manager.
- Support agreed service targets, monitor progress on allocated work and flag risks to response or resolution times. Provide operational information for the Network Manager's service reporting.

Projects and controlled change

- Deliver defined ICT projects or technical workstreams allocated by the Network Manager, including installations, migrations, upgrades and service improvements.
- Prepare implementation plans, technical requirements, test steps, dependencies and rollback arrangements for approval.
- Coordinate allocated colleagues and supplier engineers, track delivery against approved plans and report progress, risks and resource requirements.
- Schedule work with affected schools, support user adoption and minimise disruption to teaching, examinations and school operations.
- Complete testing, documentation and support handover, confirming that acceptance criteria have been met before closing assigned work.

Resources and working relationships

- Maintain accurate asset, licence and configuration records for assigned systems and ensure allocated equipment and stock are safely stored.
- Provide technical specifications, quotations and cost estimates to support procurement and budget planning. Commit expenditure only within explicitly delegated authority.
- Liaise with suppliers on assigned technical issues and delivery tasks, checking completion and escalating service, contract or commercial concerns to the Network Manager.
- Build constructive relationships with school staff and leaders, explain technical issues clearly and provide practical guidance on Trust-approved systems.
- From a network connectivity and projection point of view, support school events where required and appropriate to capability.

TAME RIVER EDUCATIONAL TRUST

General responsibilities	**As a member of staff, you are expected:** Work flexibly across Trust schools; follow Trust safeguarding, data protection, confidentiality, acceptable use and health and safety policies; participate in appraisal, CPD and relevant training; and undertake other reasonable duties commensurate with the grade and nature of the role. Occasional work outside normal hours will be arranged with reasonable notice where practicable and managed under the Trust's employment arrangements. No standing on-call obligation is implied by this description.
Health and Safety:	The post holder must, at all times, work within the requirement of the Health and Safety at Work Act 1974, current Health and Safety legislation and the School's and LEA's policies and procedures. The postholder is responsible for their own Health and Safety, as well as that of their colleagues. All Trust schools are non-smoking sites.

General:	This job description may be reviewed at the end of each academic year or earlier if necessary. In addition, it may be amended at any time in consultation with the post holder. The post holder will be expected to participate in the Trust's appraisal programme and to participate in appropriate staff training and development activities.

Person Specification			
	Essential	**Desirable**	**Method of assessment**
Qualifications	• Five GCSEs at grades 9–4 or A*–C, or equivalent, including English and maths. • Relevant ICT qualification or equivalent demonstrable technical knowledge and experience.	• Relevant technical certification in Microsoft, networking, cloud services or cyber security.	• Production of the applicant's original certificates.
Experience	• Substantial practical ICT support experience, including independent resolution of complex incidents escalated from first and second-line support.	• Experience supporting ICT in a school or multi-site educational organisation.	• Contents of the application form. • Interview. • Professional references.

	• Hands-on administration and maintenance of network, server or cloud infrastructure, including monitoring, controlled changes and troubleshooting. • Delivery of defined ICT projects or workstreams, including planning, testing, documentation and handover. • Regular technical coordination or coaching of colleagues, with evidence of improving the quality and consistency of their work. • Practical implementation of security controls and backup or recovery procedures.	• Experience supporting disaster recovery exercises, audit evidence, supplier coordination or technical procurement.	
Skills and Knowledge	• Strong understanding of networking, identity and access management, endpoint management, cloud services and structured fault diagnosis. • Ability to assess technical risk, work independently within delegated authority and recognise when escalation or approval is required. • Ability to prioritise competing demands, coordinate tasks across sites and maintain accurate technical and service records. • Clear communication with technical colleagues and non-technical staff, with a patient and service-focused approach. • Understanding of safeguarding in education, filtering and monitoring, data protection and		• Contents of the application form. • Interview. • Professional references.

	confidentiality responsibilities relevant to ICT work. • Experience with Microsoft 365 and Google Workspace, virtualisation, managed wireless networks and educational technologies. • Ability to travel between Trust sites as required in own vehicle, mileage paid, with reasonable adjustments considered where appropriate.		
Personal competencies and qualities	• Demonstrate integrity, reliability, initiative and resilience. • Maintain appropriate boundaries with children and young people; work constructively with colleagues. • Show commitment to professional development and supporting education.		• Contents of the application form. • Interview. • Professional references.

Employee Acknowledgement

I have received a copy of my job description.

I have read and understand the duties of my job.

I confirm that I can fulfil the requirements of the role of Trust Senior ICT Support Engineer

Signed: .....

Date: .....

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