



Job Pack
Junior IT Technician

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November 2023

Dear Applicant,

I am delighted that you have chosen to apply for a post with SEARCH Education Trust. We are a family of schools focused on positively transforming the lives of our students! We believe passionately in the power of 'stronger together'.

The SEARCH Education Trust is founded upon the following principles:

- **Subsidiarity** - the Central Trust performs only those functions which are better undertaken together to improve quality, efficiency and sustainability;
- **Empowerment** – of schools and young people to overcome the disadvantages resulting from background, personal circumstances or characteristics; helping them to become leaders and courageous advocates of justice, fairness and equity;
- **Autonomy** – which is aligned and accountable within a framework of shared understanding and which balances freedom and independence, with unity of purpose;
- **Resilience** – the ability to adapt and recover quickly from challenging situations and see problems as opportunities to build something better;
- **Community** – a focus on people working together for the good of each other, celebrating difference and diversity and seeing the humanity which unites us all;
- **Honesty** - the quality of being open and transparent which enables good listening, fosters mutual trust and supports good decision making.

This form part of our SEARCH vision which is at the heart of our community, provides a space within the wider education system where schools can come to work together, to grow and flourish.

I have been a proud member of the trust for 14 years and am excited to now have the privilege of leading our group of strengthening and growing schools.

Choosing the SEARCH Education 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 and be looked after in your journey. We look forward to receiving your application.



Yours Faithfully
Mrs Elen Roberts
Executive Headteacher
For and on behalf of SEARCH Education Trust

Job description

Post	Junior IT Technician
Remuneration	Scale 3 point 5 at £27,030 to point 6 at £27,438
Reports to	ICT Systems Manager
Contract	Permanent. 36 hours per week / 52 weeks
Post tenable	As soon as possible

Overall Purpose of the Role

To assist the ICT Systems Manager in delivering the IT services and in providing a reliable and secure IT infrastructure across the Trust's schools. Working as part of the IT team you will lead the IT support function to assist staff, students. You will be responsible for managing the Trust's central IT service desk.

Main Responsibilities IT Service Desk

- To resolve, and/or escalate incidents and service requests
- To update each open call, once every day, unless it is on hold
- To resolve every call within its SLA
- To review the calls to the IT service desk once a day
- To ensure all calls assigned to them are resolved within an hour
- To ensure that the IT service desk is kept up to date with information relevant to the progress, resolution or remedial actions of support requests.

Maintenance and Support

- To ensure the Trust's IT infrastructure is updated, available and fit for purpose
- To provide first line fault finding, diagnosis and repair services
- To provide general maintenance of ICT equipment e.g. mice, keyboards, monitors, headsets and other similar equipment
- To record defective equipment within the IT service desk, on the day it is discovered.
- To replace defective equipment with a spare, if the defect will take longer than a day to resolve
- To move and set up equipment in new locations where required
- To supervise the installation of AV equipment and its maintenance
- To ensure all IT suites are audited weekly
- To ensure all other classrooms are audited every half-term
- To ensure all charging stations and trolleys are checked half-termly
- To ensure all IT assets are recorded

IT Administration

- To monitor the automatic creation and deletion of new users along with any other user management tasks
- To support, maintain and manage the Trust's Google Workspace services

IT Procurement

- To check stock levels in all stores once every week and procure supplies if required
- To maintain accurate asset information and conduct site audits as required
- To ensure all equipment is logged and recorded in the asset register, and on request provide reports to Finance for audit purposes.

IT Network and Servers

- To work closely with the ICT Systems Manager, support the ICT infrastructure including physical and virtual servers, backups and networking devices ensuring the availability and security of the network, data and applications.

IT Development

- To assist the ICT Systems Manager in planning for major developments of the IT provision across the trust.
- To assist with the evaluation, testing and installation of new hardware and software
- To identify software, hardware and working practices required to fulfill functional specifications as defined by school staff.
- To set up, test and install new computers and peripherals
- To deploy and setup operating systems on new and existing hardware
- To roll out new software across the network and to all managed mobile devices including laptops, tablets and Chromebooks.
- To maintain an awareness of developments in the IT industry and actively seek to develop and broaden knowledge and skills relevant to the post.
- To identify software, hardware and working practises required to fulfill business requirements
- To conduct training on the use of IT resources

Reporting

- To meet with the ICT Systems Manager at least once a fortnight
- To inform the ICT Systems Manager of potential major issues immediately

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 School. It does not form part of the terms and conditions of employment.

Other

Key Organisational Objectives

The IT Technician will contribute to the Trust objectives in service delivery by:

- 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.
- 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

SEARCH Education Trust 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 signed:

Signature of postholder:

Name of postholder:

Person Specification	Essential	Desirable
Education & Qualifications		
Educated to at least degree level or have equivalent IT qualifications		✓
Minimum 1 years' experience working in a IT role preferably in education		✓
Experience		
Experience of managing a service desk team	✓	
Excellent knowledge of Audio-Visual equipment		✓
Excellent knowledge of printing equipment		✓
Excellent knowledge of Google Workspace tools	✓	
Excellent knowledge of Google Chromebooks		✓
Excellent knowledge of Windows 10 and Windows 11 devices	✓	
Excellent knowledge of VoIP telephony	✓	
Working knowledge of local area networks		✓
Working knowledge and experience of working with Hyper-V Virtual servers, MDT, SCCM, Active Directory, Group Policy Objects, DNS, DHCP	✓	
Experience in the management of school MIS		✓
Abilities, Skills and Knowledge		
Dependable and reliable, with the ability to work on own initiative	✓	

Ability to resolve complex problems using your own initiative	✓	
Strong diagnostic and trouble-shooting skills	✓	
Professional conduct with colleagues and customers	✓	
Ability to Focuses on the needs of users	✓	
Effective communication skills	✓	
A passion for IT and supporting users	✓	
Full driving license with business use to travel between sites		✓

Heartlands High School, part of the SEARCH Education 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.

Junior IT Technician

Closing Date: 9am on Tuesday 6th February 2024

Salary: Scale 3 point 5 at £27,030 to point 6 at £27,438

Hours: 36 hours per week for 52 weeks per year

Location: Haringey

We are seeking an IT Technician who can provide high-quality support to the school in this new and exciting post. The IT Technician will be responsible for the smooth running of the IT service desk and be the main point of contact for the Trust and individual schools. They will also work as part of the IT team to lead the IT support function and to assist staff and students. The IT Technician will also oversee the work of external contractors, ensuring minimal disruption to others and record actions via the IT service desk.

Educated to degree level or with equivalent IT qualifications. You must have experience of managing a service desk team and at least three years' experience working in a senior IT role. Above all you are dependable and reliable, with a high level of integrity and professional conduct with colleagues and customers as well as the ability to solve complex problems using your own initiative.

We are driven by ambition: a clear desire to deliver results as we combine our strong ethos and culture. We're also committed to providing first-rate training and development to all our teaching staff and support staff, plus excellent career advancement opportunities within this evolving Trust. You'll find high expectations here too. We expect the kind of exemplary behaviour that allows our teachers to do their jobs as effectively as they can.

With state-of-the-art facilities, 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. Our ethos is captured in the acronym SEARCH; School Matters, Effort, Achievement, Character and High Aspirations. These values drive all we do and are core to our success. Our aspirations for this community are high and we want our students to have access to the very best education.

For further information, please contact hr@searcheducationtrust.com

If this role is of interest to you and you can contribute to our future success, then we would like to hear from you.

Completed application forms should be submitted on TES by 9am on Tuesday 6th February 2024. Interview date to be confirmed.

NB: Please note that in line with the new Keeping Children Safe in Education updates, an online search will be conducted as part of our due diligence checks on all shortlisted candidates. CV's or incomplete

application forms will not be considered. Only those that are shortlisted will be contacted by the school. Applications may be considered whilst the posts are being advertised. Search Education Trust reserves the right to close adverts earlier than the stated deadline. We advise early applications are submitted.