Trust IT Engineer

Application pack

ALTUS
EDUCATION PARTNERSHIP

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Dear Colleague,

Thank you for your interest in the post of Trust IT Engineer at Altus Education Partnership. I hope that you will find this pack useful in completing your application.

The Altus Education Partnership was formed in April 2017. It is a multi-academy trust formed out of Rochdale Sixth Form College, and dedicated to the improvement of education in the borough of Rochdale. The sixth form college opened in 2010 to address the significant underachievement in A Level performance in the borough. Since then, it has raised achievement in the area dramatically and become nationally recognised: the college is Ofsted outstanding, Sixth Form College of the Year, and regularly one of the highest performing colleges in the country according to the DfE's performance tables and national achievement rate tables.

Rochdale Sixth Form College (RSFC) opened in 2010 to address the significant underachievement in A Level performance in the borough. Since then, it has raised achievement in the area dramatically and is recognised nationally as a centre of excellence. The college is Ofsted outstanding, and regularly one of the highest performing colleges in the country according to the DfE's performance tables and national achievement rate tables.

The Trust's mission arose from, and builds upon the successes and values of, the sixth form college. In short, our mission is to create a family of academies from early years to 18 that enables students in the borough to progress to an aspirational career, a fulfilling life and to make a positive contribution to society.

We wish to appoint someone who will support the CEO and colleagues in the Trust to make a positive difference to the lives of young people in the borough. In return we promise a supportive and enjoyable working environment, and the resources needed to carry out the role to the highest standards.

I very much look forward to hearing from you.

Yours faithfully

Richard Ronksley
CEO

Making your application

I hope that when you read this pack you are inspired to apply for the post. If you are, then this is what you need to do:

Application

1. Complete the Altus Education Partnership application form.

2. Provide a supporting statement of no more than one side of A4 which should address the criteria in the person specification.

3. Send your application by email to recruitment@altusep.com.

Deadline

The deadline for the post is **Friday 12th July 2024**

Shortlisting

We will unfortunately be unable to notify candidates who are not on the shortlist; therefore, if you have not heard from us your application has been unsuccessful on this occasion.

Salary

£28,000 per annum

Start Date

ASAP

For an Application Pack

1. Visit www.altusep.com or
2. Contact: recruitment@altusep.com

Altus EDUCATION Partnership is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. This position is subject to an Enhanced DBS check under the Rehabilitation of Offenders Act 1974.

In accordance with the recommendations set out in KCSIE the Trust carries out online searches on shortlisted candidates.

Altus Education Partnership Vision, Mission and Values

Our Vision & Mission

To create and successfully run a family of inclusive academies from early years to 18 that enables all students, regardless of background, to progress to an aspirational career, a fulfilling life and make a positive contribution to their local community.

Our Values

- **Unrelenting commitment** to improve the quality of our provision and enhance the lives of our students.
- **Openness** in the way we build trust and bring purpose to our work as a Multi Academy Trust.
- **Accountability** through the rigorous, transparent and forensic analysis of all aspects of our performance.
- **Commitment** to the principles of inclusion and equality.
- **Dedication** to the borough of Rochdale and its surrounds.
- **Collective responsibility** for one another and the results of all our students – “if one fails, we all fail”.

The Ambition is that by the time students leave they will:

- Have achieved their personal academic potential giving them a greater choice in life.
- Have the highest aspirations and developed the self-esteem, confidence, and emotional resilience to exploit their potential.
- Be contributing members of the community and have compassion for others.
- Be able to celebrate their success and that of others.
- Have developed the confidence to overcome barriers to success.
- Be articulate, creative, and prepared for future growth and learning.
- Be happy!

Shared Objective for all Staff: "To maximise students' achievements"

- At Altus Education Partnership we do this through engaging our students in their subjects and inspiring them to enjoy their studies in a totally positive atmosphere.
- Our students are challenged to achieve through a culture of high expectations and a belief in their ability.
- Above all, staff at Altus Education Partnership like their students and demonstrate this through their daily conduct and interaction.

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Job Description

Job Title:	Trust IT Engineer
Reports to:	IT Technical Support Manager
Contract:	Permanent
Salary:	£28,000p.a.
Start Date:	Immediate

Purpose of the Post

Based out of the Trust's Head Office you will be responsible for the provision of a high quality and customer-focused IT service, supporting all technical aspects of teaching and learning, operational requirements, and administrative support, across identified academies within the Trust.

The Trust IT Engineer will:

- Travel to multiple Academy sites to provide IT support
- Provide appropriate onsite technical support, help, and advice to staff and students.
- Support the wider IT team with the development and deployment of hardware, network infrastructure, desktop infrastructure and associated equipment.
- Monitor all tickets assigned to allocated sites which are logged via the helpdesk and respond ensuring a timely and well communicated resolution.
- Perform a range of basic maintenance repairs and upgrades.
- Maintain and monitor the appropriate use of any software or hardware.
- Support the wider IT team with the delivery of changes to hardware and software.
- Conduct individual and group training on the use of IT resources.
- Make suggestions to improve the service provision of the IT team.
- Be responsible for the setting up of display media, IT and communications equipment as required across the Trust.
- Act accordingly and respond quickly to any abuse to the IT infrastructure.
- To keep appropriate asset and inventory management systems up to date for hardware (including loaned equipment), software, across allocated academies, undertaking appropriate audits as necessary.
- To contribute to the team's work in delivering projects and support and work alongside the wider IT team on Trust-wide IT developments.
- To support the maintenance and development of all IT Services documentation, including system and user manuals, disaster recovery, license agreements, and documentation and tracking of modifications and upgrades.
- To provide cover/additional support across the Trust as directed by your Line Manager.
- To participate in training and other learning activities and performance development as required.

- Proactively keep abreast of new IT developments, advising the leadership of the academies on future developments, taking a lead on the implementation of new systems developments and enhancements of existing systems.
- Maintain professional networks and contribute to the sharing of experience and ideas with colleagues in similar roles within education, proactively looking at ways to enhance IT provision within the Trust.
- Ability to work flexibly, attending evening meetings as and when necessary and assisting throughout other areas of the Trust as requested.

General

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading. The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

Person Specification

		Assessed by:	
No.	**CATEGORIES**	**App Letter**	**Interview**
ESSENTIAL CRITERIA			
Personal Qualities and Commitment			
1.	Enthusiastic, motivated IT professional.		X
2.	Excellent interpersonal skills.		X
3.	Exceptional customer service orientation.		X
4.	Keen attention to detail.		X
5.	Self-motivation and personal drive to complete tasks to required timescales and quality standards.	X	X
6.	Personal commitment to ensure services are equally accessible and appropriate to the diverse needs of the service users.	X	X
7.	Demonstrate a collaborative, team working approach focused on improvement and supporting the vision, values and objectives of the organisation.	X	X
8.	Demonstrate a commitment to maintaining and developing professional knowledge and skills		X
9.	To be flexible and able to adapt and prioritise appropriately.		X
Qualifications and Experience			
10.	Level 2 (GCSE A* - C) or equivalent in English and Maths. At least A-Level qualification/experience in an IT role.	X	
11.	IT qualification/s e.g. Microsoft, Apple, CompTIA and/or at least 3 years' experience in a similar role	X	X
12.	Full UK Driving License and access to a car during working hours.	X	X
Experience and Knowledge			
13.	Experience of working within an IT support role.	X	X
14.	Excellent understanding of: ▪ Server software and infrastructure ▪ Server virtualisation technologies, Hyper-V ▪ Internet protocols ▪ Networking infrastructure ▪ Backup solutions (on premise/hosted) ▪ Wireless Infrastructure ▪ Cloud infrastructure technologies ▪ Print management ▪ Network security ▪ Remote network services ▪ General Data Protection Regulation ▪ Firewalls, filtering and monitoring ▪ IP Telephony	X	X
15.	Highly developed diagnostic and troubleshooting skills incorporating end-to-end investigation, route cause analysis and resolution, inclusive of proposing future improvements	X	X
16.	Technical knowledge of installation, troubleshooting and configuration of current generation operating systems and applications, including: • Windows 10/11 • Windows Server • Mac OS • iOS	X	X

	• Google Workspace • Android		
17.	Experience of working in a busy and complex organisation.		X
18.	Experience of providing excellent customer service	X	X
19.	Experience of working effectively as part of a team		X
20.	Experience of working with BMS systems (access control, CCTV systems)		X
21.	Awareness of current IT issues and trends.		X
22.	Ability to conduct and direct research into IT issues as required		X
23.	Proven analytical and problem-solving abilities	X	
24.	Ability to manage own workload and work under pressure.		X
25.	Excellent written and oral communication skills, including the ability to translate technical issues to non-technical colleagues.	X	X

A short task to determine some or all of the criteria listed above may form part of the interview process