Candidate Information Pack:

Trust IT Support Engineer (School Based)

RET

RUSSELL EDUCATION TRUST

Welcome to Russell Education Trust

Dear Applicant,

Thank you for your interest in the post of Trust IT Support Engineer (School Based) at St Andrew the Apostle School.

We are looking for a candidate who is a committed team-player and is able to support the efficient running of both the school, as well as central IT networks by being hands-on and flexible. The postholder will provide 2nd & 3rd line support as being part of the school based, wider central IT Team. Working alongside the school IT team, the successful candidate will support hardware, software, infrastructure and cloud services for both staff and students at St Andrew the Apostle School as well as other Trust schools.

This is an exciting role for an experienced and knowledgeable engineer to join our successful school, sponsored by Russell Education Trust. The successful candidate will benefit from being part of the Trust wide IT Support Team, supported by senior engineers on the central team.

Please see the application process details in section 5 of this pack on how to apply for the post.

The closing date for applications is noon, 5th February 2024.

Yours faithfully,

Ian Atkinson
Trust Operations Manager

Introduction to Russell Education Trust

Background to the Trust

Russell Education Trust is a multi-academy trust comprising five secondary schools spread across the south of England. All schools in the Trtust have been rated by Ofsted as 'good' or 'outstanding'. The effectiveness of the Trust and its schools has been singled out by the DfE and recognised in Ofsted reports. All RET schools were born of partnerships between local parents and RET, and this partnership remains very healthy.

Results across our schools are consistently well above average and place us in the top 16% of Trusts nationally. The five RET schools develop RET shared systems and best practice through joint working by the Trust's central team and colleagues in schools. RET and parents' representatives sit on Local Governing Bodies, with each having a high level of delegation and professional support.

Russell Education Trust's Schools

Bristol Free School (established Sept 2011)

Leaders are ambitious for all pupils. The curriculum is designed to build knowledge over time. It helps pupils remember what they learn. Leaders have ensured that the curriculum is engaging for pupils, and that it promotes diversity. Teaching focuses on what pupils need to know and do. Teachers have strong subject knowledge and are keen to share this with pupils. They know their pupils well and use this knowledge to help them learn.

Ofsted 2022

Becket Keys Church of England School (established Sept 2012)

The headteacher's inspired leadership has quickly established a vibrant, orderly community which enables students to thrive. He ensures that a family atmosphere is fostered across the school in which all students feel cared for, and valued.

Ofsted 2014

St Andrew the Apostle Greek Orthodox School (established Sept 2013)

Students are making strong progress in a range of subjects. They value the leadership opportunities open to them. Students also appreciate the support and care they receive.

Ofsted 2018

Kings School Hove (established Sept 2013)

Leaders have created a culture that extends far beyond the academic. Staff value each pupil and know them well. The provision for personal development is first class. It is promoted consistently across the school.

Ofsted 2022

Turing House School (established Sept 2015)

The school has many strengths. Leaders have established an open culture at the school where there is a clear sense of teamwork and community across staff and pupils alike. Everyone takes pride in the school. It is a welcoming and vibrant place.

Ofsted 2018

Job Description: Trust IT Support Engineer (School Based)

1.   Core Purpose

To provide 2nd/3rd line IT Support at Bristol Free School as well as work as part of the wider Central IT Team to support other sites, projects and assist with escalations and development of engineers from other Trust sites.

Responsible to: Trust IT Lead
Key Relationships: Finance & Operations Manager, Wider Trust IT Team
Location: St Andrew the Apostle School
Working pattern: Full time, full year (37 hours per week, 52 weeks per year).
Salary: Scale point 26 to 30 (England and Wales) plus local government pension. This is equivalent to £37,443 to £40,833 per annum.

2.   Responsibilities

<u>General</u>

General Responsibilities (All Staff):

- Perform duties and attend meetings as reasonably required.
- Participate in the school's performance management scheme.
- Undergo in-service training where required.
- Contribute to the school's pastoral system.
- Observe and implement current school policies and good practice.
- Carry out such particular duties as the Headteacher, Finance & Operations Manager, Trust Operations Manager or Trust IT Manager may reasonably direct from time to time.

<u>Specific Responsibilities</u>

Ensure the smooth running of IT and Technology across the school and Trust, including but not limited to:

- Ensuring that all jobs are logged and recorded on the IT helpdesk and that SLAs are adhered to.
- Ensuring all installed software is correctly licenced and installed centrally in line with the Trust SOP on deployment, working with the Central Team to test, package and deploy new applications.
- Maintaining local school servers and M365 environment on a day-to-day basis.
- Managing and maintaining user accounts across online platforms, in line with the Trust data and security policies.
- Responsibility for regular maintenance programmes, resolving failures in hardware and software and ensuring appropriate "housekeeping" tasks such as imaging and laptop returns are implemented daily.
- Responsibility for maintaining/updating the school's IT assets and any associated equipment, including working with the school on a rolling refresh plan.
- Providing AV support to departments including Projector/IWB, CTouch screens and visualisers/other peripherals.
- Supporting Creative & Performing Arts/ Media Department with productions, specialist IT and AV requirements.
- Ensuring that the school meets relevant e-safety requirements and that appropriate filtering and monitor (that does not compromise effective teaching and learning) is in place.
- Provide support and escalations for Bromcom and other third-party systems, CCTV and Access Control.
- Work with the Central IT Team on data back up and central IT infrastructure.
- Ensure that networking changes are implemented and documented in line with the Trust SOP.
- Maintaining compressive, centralised, and collaborative documentation for all areas of IT Support.
- Work with the Central IT Team on print management, PaperCut and print rationalisation strategies.
- Ensure data compliance and security is always adhered to, in line with the school's data protection and freedom of information policies.

<u>Accountabilities</u>

The post holder will:

- Report to the School Business Manager and Trust IT Manager on all IT, Network and Security responsibilities.
- Work closely with members of the school's administration and operations teams.

Person Specification: IT Support Engineer

Knowledge/ Qualifications and Experience	Essential (E) / Desirable (D)
Experience of a 250+ user network in a support or service desk role	E
CompTIA A+/N+, MTA, MCSA or equivalent	E
Experience of M365 and Azure services	E
Experience of schools or other education facilities	D
Experience of working within a multi-site/multi-customer IT role	D

Skills, abilities and professional attributes	Essential (E) / Desirable (D)
Well-developed interpersonal and communication skills	E
Accuracy and attention to detail including the ability to document	E
Able and willing to adopt a flexible and imaginative approach to work	E
Desire for continual improvement and process re-engineering	E
Ability to work in a demanding school environment and meet deadlines	E
Proven ability to multitask and work independently	E
Self-starter with good organisational skills and ability to prioritise own workload	E
Ability to work individually and as part of a team	E
Outstanding customer service and drive for excellence in a customer facing role	E

Notes

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact will be to adhere to and ensure compliance with the School's Child Protection Policy Statement at all times. If, in the course of carrying out the duties of the post the post holder becomes aware of any actual or potential risks to the safety or welfare of children in the school they must report any concerns to their Line Manager or the School's Designated Safeguarding Lead as appropriate.

How to Apply

1.   Application Deadline

The closing date for applications is 5th February 2024 - midday.

2.   Completing Your Application Form

Please complete all sections of the application form in full. Please note the guidance on the form about referees. Only electronic applications will be considered, which are returnable to vacancies@standrewtheapostle.org.uk . The application form is available on the School's website at the following link: https://www.standrewtheapostle.org.uk/vacancies

3.   Selection timetable

Closing date:	5th February 2024 - midday.
Short listing:	5th February 2024
Short listed candidates notified:	7th February 2024. Applicants are asked to give a mobile number on their application form which may be used for notification.
References taken up:	7th February 2024**.** Applicants are asked to ensure referees are aware that we will contact them on that day.
Interviews:	19th February 2024. The selection process will involve a panel interview and a short exercise, the details of which will be provided on the day of the interview.

4.   Further Information

If you have any queries regarding the post then please email Ian Atkinson, Trust Operations Manager (itrecruitment@russelleducationtrust.org.uk) with any queries relating to the role, or to arrange a school tour or telephone discussion.