



The Collegiate Trust
Exceptional Education for All

IT Systems Administrator

Information for Applicants

Location *The Collegiate Trust, Croydon & Crawley*

Required ASAP

Terms Full time, permanent

Salary Minimum salary £37,034

Interviews As applications are received

Closing date 4 April 2023





The Collegiate Trust
Exceptional Education for All

Our Partnership of Schools

The Collegiate Trust exists to improve education in Croydon, Crawley and the surrounding areas. Our schools choose to work together because of their shared values, an alignment in their approaches to delivering an exceptional education and a common culture of ambition that is focussed on PEOPLE and LEARNING. Collaboration within our forward-thinking family of schools is key to our success.

Our Vision

Our vision for The Collegiate Trust is to deliver **Exceptional Education for All** in safe and nurturing environments. Such an exceptional education has three features:

- A **rigorous academic education** which makes sure young people have a rich understanding and knowledge of a wide and relevant curriculum
- A set of **creative and cultural learning experiences** which involves all young people in (and develops an appreciation and understanding of) the creative, performing and physical arts
- The building of **personal qualities and skills** through the rich curricular and extra-curricular work in the school and beyond, developing successful adults who respect each other and their surroundings



Schools in The Collegiate Trust...

- are happy places to work, learn and grow
- value **Partnership**, promote **Progress** and focus on the **Preparation** of young people for the future
- maintain a strong individual identity within our family of schools
- work collaboratively to improve the quality of education and the learning experiences that we provide
- drive forward standards and improve outcomes under a well-supported Principal and a strong Local Governing Body
- achieve value-for-money on highly cost-effective services delivered through the Trust
- deliver our mission of **Collaboration to Deliver Exceptional Education**
- achieve our vision of **Exceptional Education For All**



Welcome

Dear Applicant

Thank you for your interest in the post of IT Systems Administrator. I hope that this information pack will help you to learn more about our fantastic team and that you will be excited about the prospect of joining us.

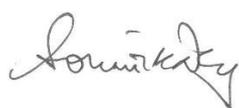
The Collegiate Trust is a forward-thinking and dynamic place to work. Our mission is to collaborate in order to deliver an *exceptional education for all* and our culture of ambition is focussed clearly on our people and their learning.

We are seeking an enthusiastic, motivated and skilled person to join the Trust's IT team, supporting our schools across Croydon and Crawley. The position is primarily based in Purley, with the occasional need for travel to Selsdon and Crawley. Your ability and experience in providing outstanding support to leaders, staff, students and other members of the team is crucial, with a particular emphasis on hardware, software and systems management in Microsoft Windows and Azure environments. Your customer service skills, ability to multi-task, prioritise and work within a small team in a busy environment are essential. You will report to the Director of IT and provide a pro-active, key role in maintaining a wide-range of IT hardware and systems to ensure a high quality and robust service is maintained at all times. From 1st April when another secondary school joins our Trust, we will employ 800+ members of staff across 8 schools. This is a full-time, permanent position working during term time and school holidays.

I would be delighted to receive an application from you if, upon consideration, you feel that this role and our Trust may be right for you. If you have any queries or would like an informal discussion about the role, please contact Lewis Burgess, Director of IT, at Lewis.burgess@tct-academies.org.

To apply, please complete the form on our website <https://tct-academies.org/vacancies/>, attaching where requested a statement of no more than two sides of A4, identifying clearly how you meet the person specification. I look forward to hearing from you.

Yours sincerely



Mr Soumick Dey
Chief Executive Officer



Information about *The Collegiate Trust (TCT)*

TCT has grown out of *Riddlesdown Collegiate*, an **outstanding** (OFSTED, May 2016) secondary school in Croydon with almost 2000 students and over 200 staff; in 2017 Riddlesdown was awarded the *World Class Status Quality Mark*. *Gossops Green Primary*, in Crawley, was the next school – and the first primary – to join the Trust, followed by *Waterfield Primary* (also in Crawley) on 1st March 2018, *The Quest Academy* on 1st June 2018, *Courtwood Primary* and *Quest Primary* on 1st September 2018 and *Kenley Primary* on 1st September 2021. *Woodcote High School* will join the Trust on 1st April 2023.

TCT educates over 5000 children and young people from nursery up to 18 years of age. The responsibility that places on us is huge, but we are excited by the positive impact we already have on the lives of so many. We also employ 800 staff, and recognise our responsibilities as an employer in looking after the great people who work with us. Our work in developing pedagogy is built on the very best classroom practice and we are driven by our determination to make a difference to our pupils and students; we want each of them to get a great education as a result of attending one of our school.

Each school within the Trust is supported centrally by our team of *Directors of School Improvement* on teaching and learning issues, the *Chief Operating Officer, Chief Finance Officer & HR Manager* on business management and HR issues, the *Governance Manager*, and the *CEO* on wider leadership issues; the Director of IT leads the strategic development of this work across the Trust, with support on data and tracking also coming from the *Management Information & Data Team*. This complements rather than replaces in-school functions and allows the Principal and LGB to operate with a high level of autonomy in delivering the highest standards in their school. The LGB works to a *Scheme of Delegation* approved by the Trust's *Board of Directors*.



Job Description

Purpose of the Post

To provide senior technical support within the Team, staff and students.

To administer and co-manage IT systems, primarily in a Microsoft Windows Active Directory, Microsoft 365 & Google Workspace environment.

To assist the Director of IT in developing and managing of IT systems across the Trust, which support the delivery of exceptional learning and provide high quality systems to support the Management Information & Data Teams.

To ensure all Trust IT systems are secure, well maintained and robust.

Principal Accountabilities

a. Personnel

- Key role in co-managing all IT & telephony Systems, ensuring that a high quality service is in place in all schools within the Trust.
- Provide first, second & third line support to IT Technical staff, teaching & support staff and students.
- Ensure all tasks on the IT Helpdesk are allocated and processed in an effective and efficient manner.
- Assist in the provision of necessary training opportunities for IT technical staff to carry out their duties effectively.
- Contribute to the training of all new IT staff and trainees ensuring that they receive appropriate induction training and support.
- Liaise with suppliers and staff at all levels to ensure continuous high levels of service are maintained.
- To undertake any other appropriate duties, as requested by the CEO, Director of IT, COO, Head teacher or the Business Manager.

b. IT Specific

- i. Ensure all Trust IT systems are reliable, robust and secure at all times.
- ii. Maintain, develop and upgrade Microsoft SCCM & Azure technologies.
- iii. Manage Microsoft 365 & Google Workspace systems.
- iv. Perform MIS (SIMS) upgrades & migrations as required.
- v. Liaise with IT contractors, hardware and software suppliers as directed by the DoIT.
- vi. Support in the development of the IT Strategy & Development Plan.
- vii. Ensure backup jobs, routines and tapes are robust, tested, secure and retained for the appropriate length of time.
- viii. Maintain physical and virtual servers including routine maintenance, updates and upgrades.
- ix. Set-up, configure and install software on Trust IT systems.
- x. Assist in the supply, installation, maintenance and repair of the Trust's IT hardware and information systems, including full diagnostic procedures.
- xi. Audit of software (including licenses), hardware, IT usage and IT infrastructure and the maintenance of accurate records in terms of identification and configuration.
- xii. Be a source of knowledge and advice on the compatibility of new resources with existing systems, and on existing hardware with new operating systems.

c. Security & GDPR

- i. Install, update and maintain the Trust's anti-virus, firewall and anti-spyware software.
- ii. Ensure IT systems across the Trust adhere to the requirements of GDPR legislation.
- iii. Provide technical support to run the network systems efficiently.

- iv. Assist in the installation, and monitor the smooth operation of the Trust’s network infrastructure, including necessary upgrades.
- v. Ensure relevant policies and configurations are in place to prevent unauthorised or inappropriate access to systems, resources and online materials.

d. Health & Safety

- i. Be aware of the responsibility for personal Health, Safety and Welfare and that of others who may be affected by your actions or inactions.
- ii. Co-operate with the employer on all issues to do with Health, Safety and Welfare.
- iii. Support the Trust’s implementation of all current statutory requirements, e.g. Disability Discrimination Act, Access to Work, Equal Opportunities, Child Protection, GDPR.
- iv. Be aware of Health and Safety issues relating to the use of IT equipment.
- v. Be aware of specific health and safety issues for students, relating to use of the Internet, and advise the COO on relevant safety measures, including the Student Internet Protocol.
- vi. Assist the DoIT with the responsibility for monitoring the Trust’s legal responsibility for health and safety issues regarding IT.

The above is not an exhaustive list and the successful applicant may be required to carry out additional duties as required by the role.

Person Specification

The Collegiate Trust is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers, online searches and the *Disclosure and Barring Service*. Appointment will be dependent upon further health, medical, safeguarding and attendance checks.

Qualifications
Educated to degree level in a relevant discipline or equivalent professional qualification or significant specifically relevant experience

Experience / Knowledge
Essential
Active Directory, Group Policy, DHCP, DNS and managing an enterprise-level network
Microsoft Endpoint Manager, Azure, InTune & M365 management
Hyper-V hypervisor management
IT network security, including anti-virus, anti-malware and strict permission management
Network infrastructure maintenance, including managing VLANs with ProCurve hardware
A good understanding of Powershell

Supporting end-users on enterprise-level Windows network systems with a wide variety of issues, software and different types of hardware.
Mobile device use and management including iPads.
Microsoft and Apple system management, including Active Directory components
Managing resources effectively
A firm understanding of a wide range of industry standard applications including Microsoft Office and education specific resources.
Implementation and management of robust backup routines
Desirable but not essential
Experience with VXRail/VMWare
VoIP telephony management
SIMS MIS application support
ITIL / MCSA certification
Skills & Attributes
Excellent customer service in regularly supporting staff, students of all ages and interacting with parents & 3 rd parties as required
Ability to work with a team in a busy, dynamic and demanding environment
The ability to work flexibly and effectively across multiple schools
Strong interpersonal skills across all levels of the organisation and with different stakeholders
Proactive, analytical and innovative problem management & resolution
Be an effective advocate for well-planned and managed change

A UK driving licence and personal vehicle to travel between academies is highly desirable.

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