



Astrea Academy Trust

INSPIRING BEYOND MEASURE

IT Support Technician Apprentice – Central/Escalations

CANDIDATE PACK



Open Letter from our CEO

Dear Candidate,

Astrea is an ambitious, dynamic and young trust with a mission to tackle historic educational disadvantage. Our academies are based across South Yorkshire and Cambridgeshire, often in areas which have experienced generationally poor educational opportunities. Our role is to change that. We want to play our part in the social regeneration of these areas.

We have grown rapidly over the last four years and now educate around 14,000 students in 27 academies. Whilst our educational outcomes have improved over the last 4 years, they are not yet as strong as we would like them to be, nor as strong as our students and communities deserve.

With this in mind, we are entering a new period in our development. We are increasingly clear and specific about our vision for behaviour, curriculum and teaching quality, but our sense of what defines us is still evolving. With this in mind, we are looking for leaders who:

Want to be part of our journey to outstanding, shaping our vision, and helping us to unlock the collective power of our system. If you're a solo flyer, our Trust is not for you.

Share our commitment to an inclusive, aspirational and academic education for all pupils.

Believe that in a Multi-Academy Trust, the whole is greater than the sum of the parts and that it is our collective responsibility to get the best outcomes for all our pupils.

Bring expertise, aspiration, courage, and a collegial approach. We are brave for our communities and we welcome challenge and ambition.

Are authentic, visible and driven.

Bring an academic perspective to their work, supported by well-researched, well-evidenced approaches that make us think and push the trust's practice forwards

Want our schools to be joyful places to learn, underpinned by expert teaching, brilliant curriculum, broad opportunities for learning and excellent consistent behaviour in every classroom.

For our part, we commit to challenging you, inspiring you, supporting your development and giving you access to leadership opportunities not only within your own school, but also across our Trust as your role develops.

Best Wishes

Rowena Hackwood

CEO at Astrea Academy Trust



Job Description

JOB TITLE:
IT Support Technician Apprentice – Central/Escalations

REPORTING TO:
IT Manager - Escalations

SALARY RANGE:
£19,925

ACTUAL SALARY IF PRO RATA:
N/A

CONTRACT TYPE:
Fixed Term – 12-15 Months

WORKING PATTERN:
52 weeks



Role Description

Purpose

IT Support Technician Apprentice – Central/Escalations will provide a high quality technical support service for staff and students at academies within our Trust, working proactively and reactively to maintain reliable technical services working hands on to provide appropriate solutions and support.

All technical staff will contribute to the delivery of an outstanding and robust IT Service across the Trust.

An IT Support Technician Apprentice - Central/Escalations will be based initially at the Head Office, but may be asked to work at other establishments to support other colleagues.

Main Duties and Responsibilities

Provide quality 1st line telephone, e-mail, and face-to-face support to the Staff and Students of the Trust

Assist and provide initial configuration and troubleshooting, installation and support services

Use service desk software to manage workflow and provide timely appropriate feedback to clients and other members of the team

Ensure accurate records are kept of all IT hardware, software and peripherals

Ensure Software and Operating Systems are kept up to date

Troubleshoot and escalate issues with systems, such as Bromcom and Office 365

Ensure compliance with data protection and related current legislation alongside good practise is adhered to by users

Monitor and maintain security and protection systems, such as Anti-Virus and Firewalls

Ensure Software and Operating Systems are kept up to date

Troubleshoot and escalate issues with systems, such as Bromcom and Office 365

Proactively maintain hardware, such as Projectors, Interactive Screens, computers, tablets and displays

Assist the IT Support team and Escalation Technicians with the delivery of secure and stable IT systems

Person Specification

Experience

Ability to manage several stakeholder relationships including senior leaders

Ability to demonstrate positive influential behaviours across the Trust

Ability to demonstrate understanding of Microsoft 365

Skills and Knowledge

Able to record and articulate any changes to systems or software clearly

Good timekeeping

Has a positive attitude

An understanding and passion for Technology and advancements in IT.

Education and Qualification

GCSE Maths and English Grade C/4

A Full, Clean driving license is desirable but not required

This is not exhaustive.

Astrea Academy Trust is committed to safeguarding and promoting the welfare of children and young people. We expect all staff and volunteers to share this commitment. Posts are subject to enhanced DBS checks. For further details on the recruitment process, please review our Recruitment Pack. This can be found attached to each vacancy



About Astrea

Astrea is an ambitious, dynamic and young trust with a mission to tackle historic educational disadvantage and raise quality standards across all of our schools. Our academies are based across South Yorkshire and Cambridgeshire, often in areas or at schools which have experienced generationally poor educational opportunities. Our role is to change that. We have grown rapidly over the last four years and now educate around 14,000 students in 27 academies and settings. Whilst our educational outcomes have improved over the last 4 years, they are not yet as strong as we would like them to be, nor as strong as our students and communities deserve. With this in mind, we are entering a new period in our development. We are increasingly clear and specific about our vision for behaviour, curriculum and teaching quality.

Key Characteristics of our academies:

- High aspirations, with a firm emphasis on academic attainment
- A knowledge-rich curriculum that develops a general knowledge of the world not simply for progression for the workplace, but for the love of the acquisition of knowledge
- A calm and purposeful learning environment built on mutual respect and centralised behaviour systems
- Outstanding pastoral care with the provision of specific trust delivered SEMH services where appropriate to the pupil
- Standardised reading and arithmetic catch-up programmes for pupils where this is relevant that are taught by specialists
- Active parental and community involvement
- A broad range of extra-curricular activities including sports, music, performing arts and academic clubs

Objectives for pupils:

- Encourage all children to be confident, hard-working and ambitious, regardless of background
- Transmit a core body of knowledge to all pupils and the ability to think for themselves in order to be aware of the world around them
- To be active and thoughtful participants in their local community
- To be successful in achieving their qualifications at both GCSE and A Level

A knowledge-rich education:

- By a knowledge-rich education we mean a rigorous and extensive, knowledge-based education that draws its material and methods from the best and most important work in both the humanities and the sciences.
- The aim of a core-knowledge education is not primarily to prepare pupils for a job or career, it is more to transform their minds so that they are able to make reasonable and astute judgments and engage fruitfully in conversation and debate – not just about contemporary issues, but also about the universal questions that have been troubling mankind throughout history.
- We want children to leave our schools with the confidence that comes from possessing an essential general knowledge. A knowledge-rich education should not confine itself to the Western canon, but should embrace other cultures and traditions. What that canon includes will be subject to review, but will always be closely connected to the history and the present nature of the society in which we live, including our international connections.

View the [Astrea 2025 Strategy here](#)

Astrea Academy Trust are delighted to be part of such an important movement, which will ensure we have the guidance to challenge attitudes towards disability, tap into wider talent pools and help all individuals across the Trust fulfil their potential and realise their aspirations. As a Disability confident employer we have pledged to promote a culture that ensures there are no barriers to the development and progression of disabled staff.

Astrea Talent Programme

We believe that everyone has talent. At Astrea, we want your career to flourish, nurturing potential through the Astrea Talent Programme. This provides a defined career pathway, with associated personal and professional development way points and opportunities, funded by the Trust, wherever you start on the pathway. From apprentice to senior leader, we are devoted to growth and fulfilment. We want you to realise your ambition plus competence towards a brilliant education for all our pupils, giving them the opportunities they truly deserve.

